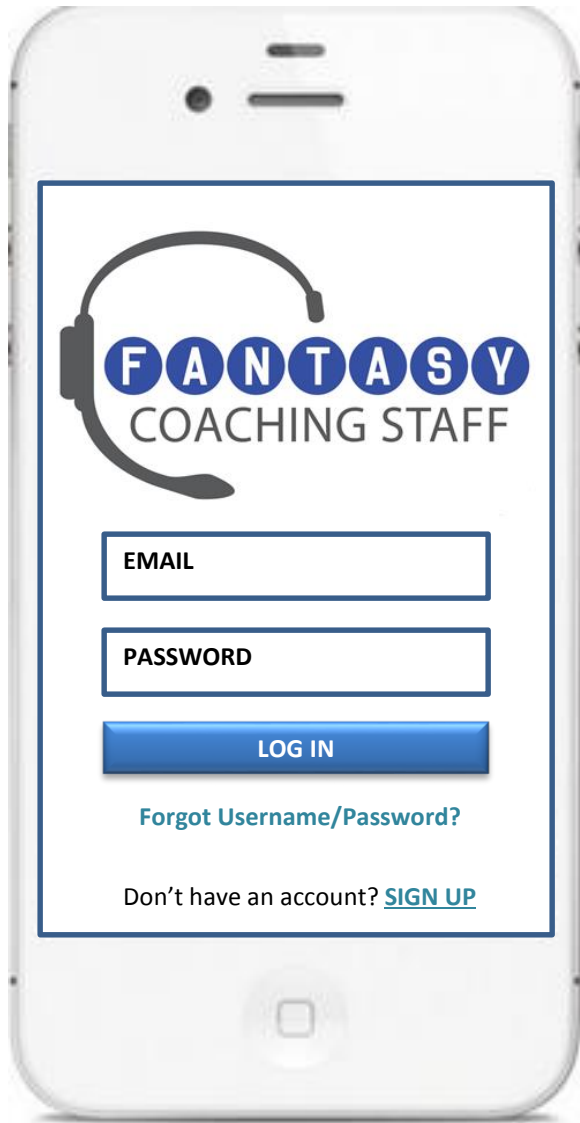




Providing individualized fantasy  
sports advice

# **LOGIN SCREEN**

**A1**



## Returning User Log-In Screen

- 1) Standard login screen input fields:
  - Email
  - Password
- 2) Link to “Forgot Username/Password” screen – this needs to be created.
- 3) Link to signup page.

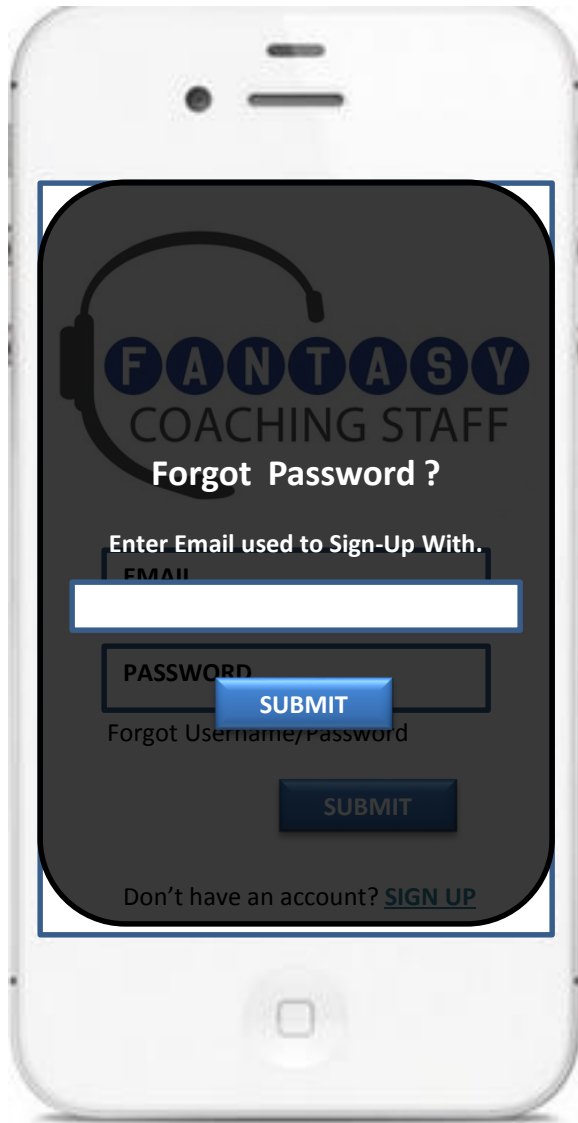
## A1-A

### Email / Password Retrieval

1) Forgot Password?

Enter email used to sign up with.

2) All Login Info is emailed to Email Address the system has on file (aka: what the user used to sign up with.)



# **NEW USERS QUICK SIGN UP**

**A2**

## **NEW USERS Quick Sign-Up screen**

The image shows a white smartphone with a blue border around the screen. The screen displays the 'FANTASY COACHING STAFF' logo at the top left. Below the logo are seven input fields, each with a blue border and a light blue background. The fields are labeled: 'FIRST NAME', 'LAST NAME', 'ENTER EMAIL', 'RE-ENTER EMAIL', 'CREATE PASSWORD', and 'RE-ENTER PASSWORD'. At the bottom of the screen, there are two buttons: a grey 'CLEAR' button and a blue 'SUBMIT' button.

- 1) New Users should be greeted with a Quick Sign Up process so that they can spend more time exploring the App and its features.
- 2) User only has to submit (initially) their First and Last Name, their email address (re-enter to confirm it) and create a password with password Criteria and re-enter to confirm it).
- 3) They can “Clear” the fields or “Submit” their information.
- 4) The User is returned to the Log In Screen where they enter their new log in info and enter the App.

**CHOOSE A SPORT SCREEN**

**B1**

## Welcome Screen



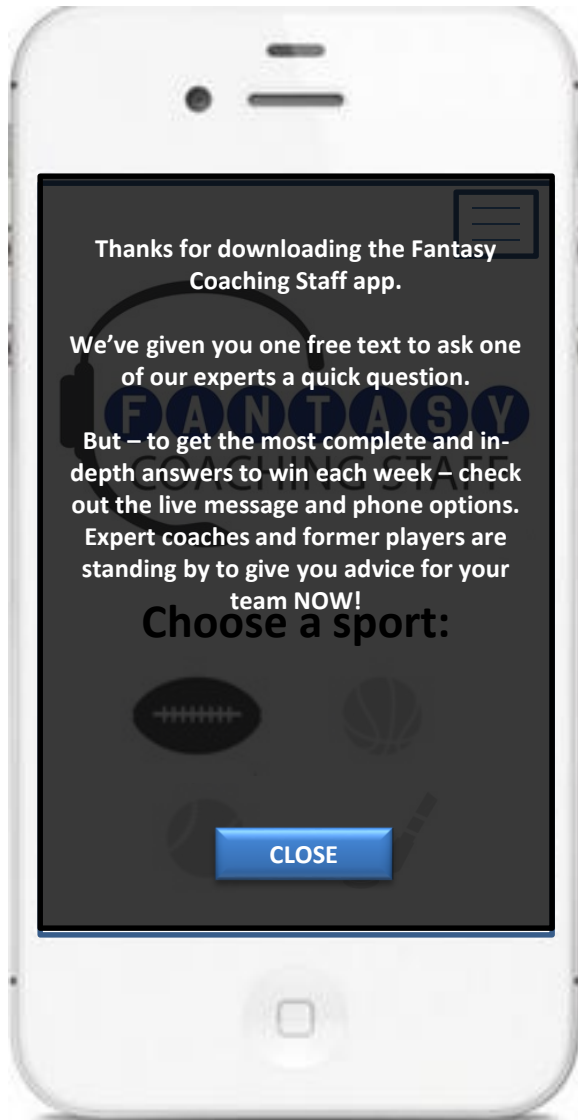
- 1) After Login the User comes to this screen.
- 2) At top, login should have the person's name, and how many inbound messages they have in their "inbox" (see mail icon and number next to it)
- 3) Ability to logout
  - #1 and #2 above should be constant through all pages once signed in.
- 4) Select a sport.



**B2**

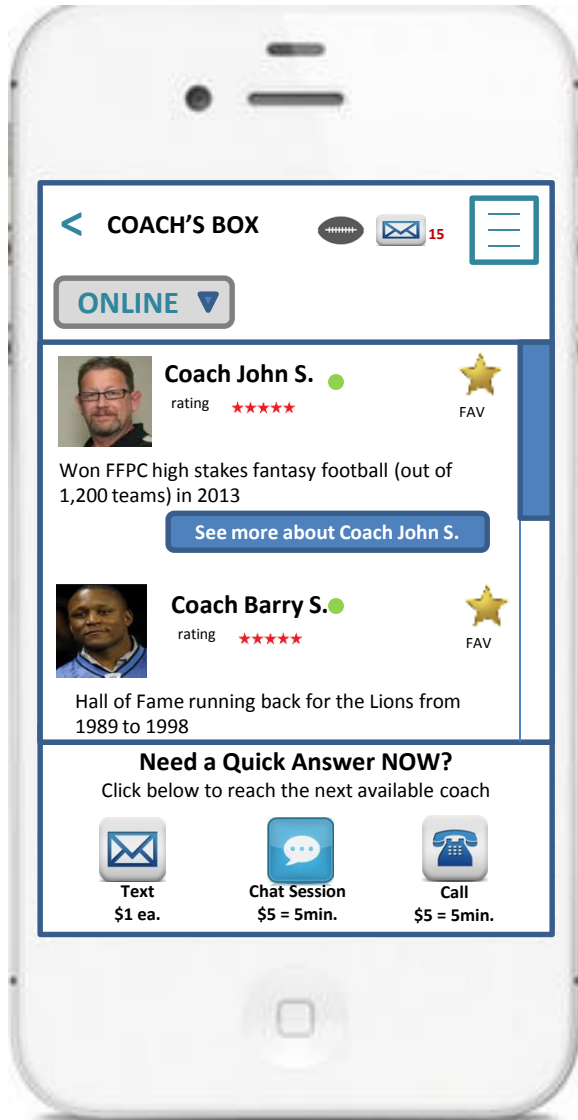
## Welcome Screen – NEW USER’s Message

- 1) All new Users are greeted with this Welcome Overlay before proceeding to selecting a Sport.
- 2) The Overlay goes away after selecting the “Close” button.



# **COACH'S BOX**

# C1



1) After the User selects a sport, they are brought to the Coach's Box that corresponds with that Sport.

2) Includes a sortable directory

- Online (Default), Rating, Experts, Former Players, Favs, or ALL.
- Each coach summary contains:
  - Name
  - Picture
  - One Sentence Blurb on coach
  - Rating (under picture)
  - Favorite star (under rating) – allows user to “favorite” a coach so that they can easily search for their favorite coaches
  - Indication of whether or not the coach is online
  - Button that asks if users want to “see more about Coach XXX”

3) Need a Quick Answer Now – functionality behind the scenes routes to the first open coach (highest rated gets priority)

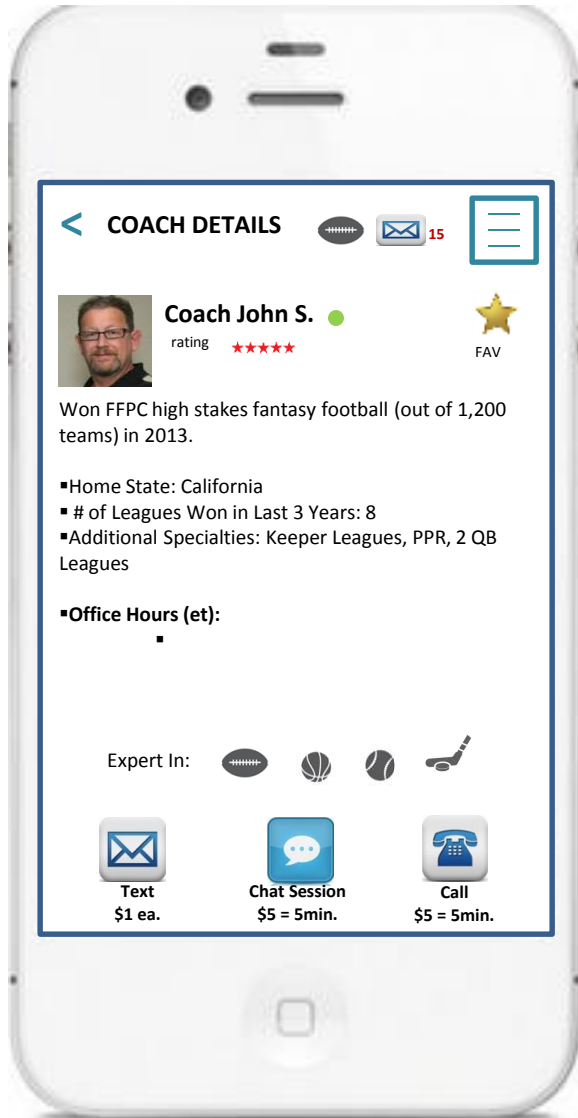
4) Includes the ability:

- To send a text
- Start a chat
- Initiate a call

C2

## Coach Details

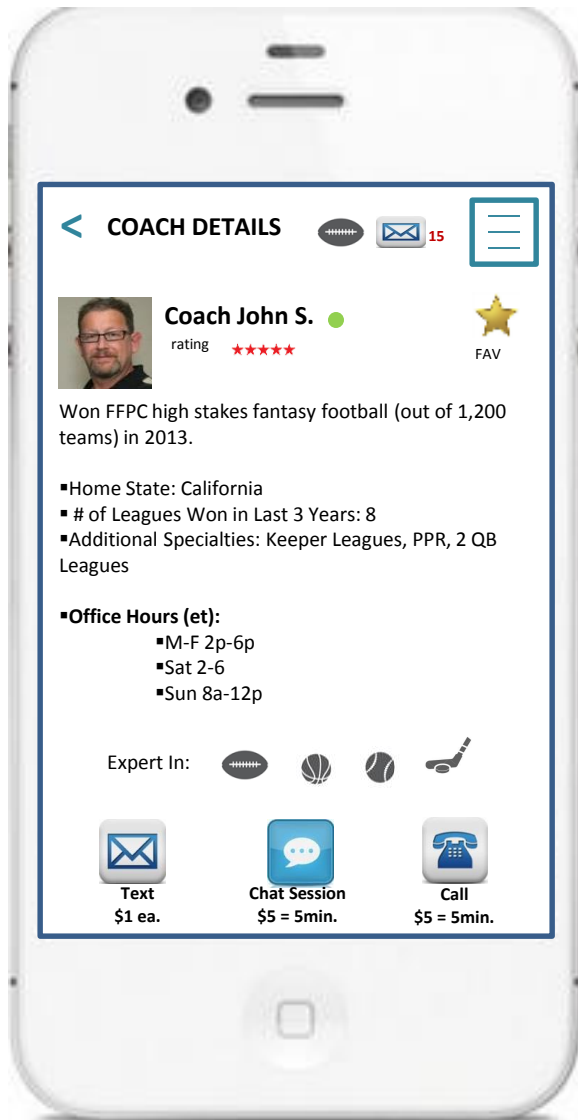
1. When a User Selects a specific Coach, they are brought to that Coach's Details screen.
2. Specific things the User will see are:
  - Name
  - Available/Busy/Offline Status Icon - The Dot next to their Name changes to a color indicating their activity status – currently ONLINE.
  - Description – one line.
  - The rating and “favorite” indicators carry over from the “coach's box”.
  - Home state
  - # of fantasy leagues won in last 3 years
  - Additional specialties
  - Usual “office” hours – indicates the days of the week and times of the day that the coach has indicated that he/she is usually online.
  - If Coach is also an Expert in another sport(s) those sports are listed below the office hours.
  - Methods to contact Coach
    - Text Question
    - Chat
    - Call
3. User can choose to contact Coach via Text – Chat – Call.



## C2-A

### Coach Details – Status = ONLINE - AVAILABLE

1. This screen (while it looks the same as the Previous screen) is representing one of three “Status” states for a Coach. The previous screen is the template standard of a Coach Details screen.
2. When the Coach is “Available”, the User can contact the Coach via Chat Live and Calls. The User can Text a Coach at anytime, whether or not that Coach is Online.
3. The next 2 screens are representing the other two “Status” states for the Coach as well as the limitations imposed on the User as a result of the Coach’s “Status”.

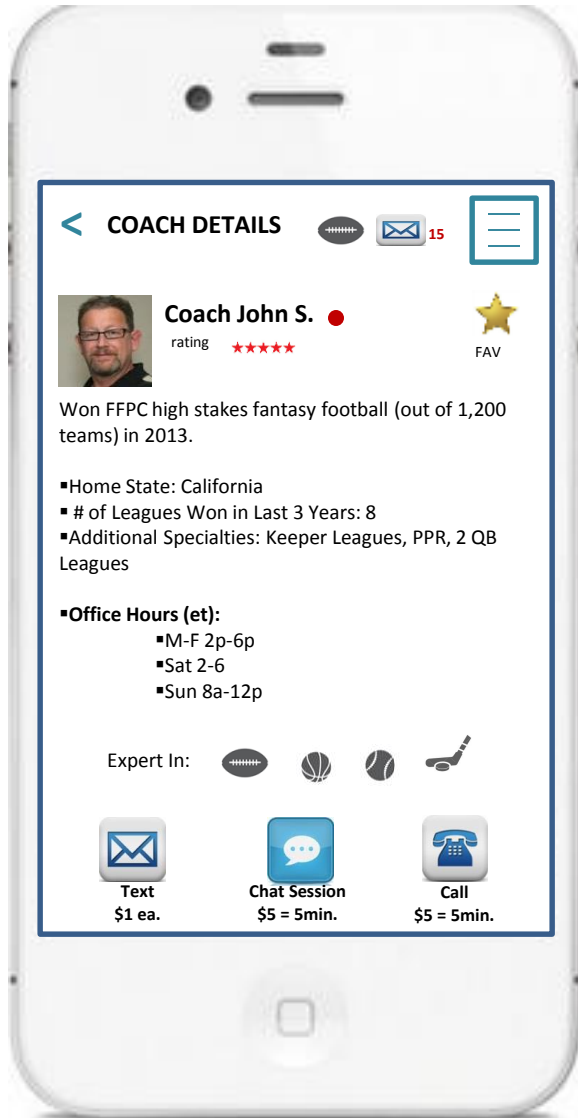


## C2-B

### Coach Details – Status = ONLINE - BUSY

IF COACH IS BUSY:

- 1) LIVE CHATS - User can ONLY add themselves to a Waitlist, they cannot engage in a Live Chat.
- 2) CALLS – User can choose to be added to a Wait List for a Coach to Call them Back (only if the Caller is logged in to the App) or the User can continue on with the call and will be placed in a Call Que.
- 3) User can still send a text but they will be aware that their text may or may not be answered right away.
- 4) The Dot next to their Name changes to a color indicating they are busy.

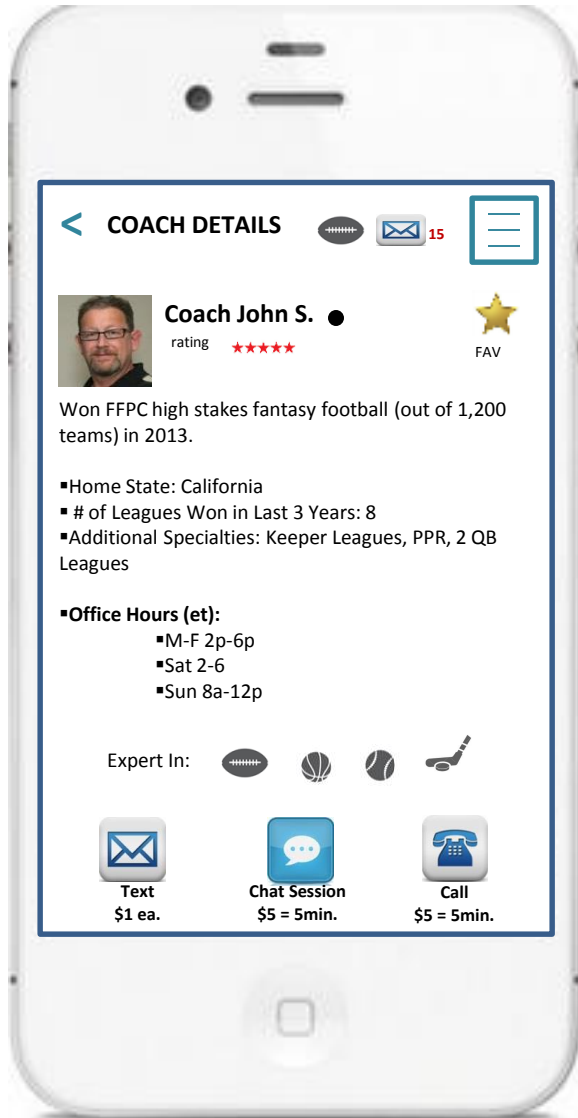


## C2-C

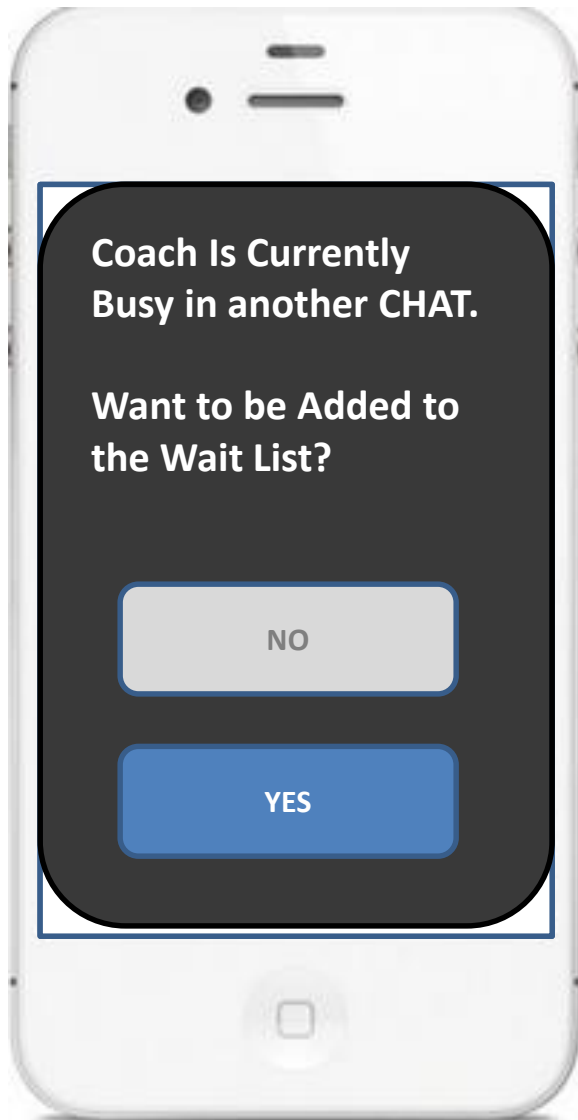
### Coach Details – Status = OFFLINE

IF COACH IS OFFLINE:

- 1) CALLS & LIVE CHATS - User can ONLY ADD themselves to a Waitlist. They CANNOT make a Call or engage in a Live Chat.
- 2) TEXTS - User can still send a text but they will be aware that their text may or may not be answered right away.
- 3) The Dot next to their Name changes to a color indicating they are busy.



## C2-D



### CHOOSING CHAT ENGAGEMENT (COACH STATUS = BUSY or OFFLINE)

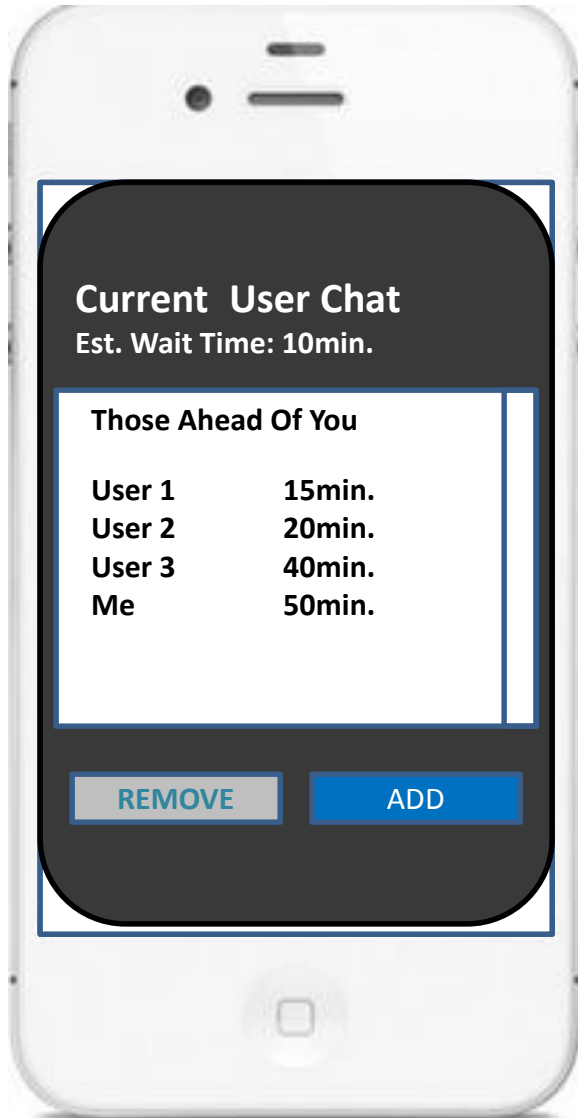
FROM THE COACH DETAILS PAGE IF THE COACH STATUS IS BUSY OR OFFLINE ...

- 1) Choosing CHAT LIVE will active this overlay notice to the User.
- 2) If User chooses "NO" then they return to the Coach's Details page from which they came.
- 3) If User choose "YES" they will go to the Wait List Screen (See Next Slide).



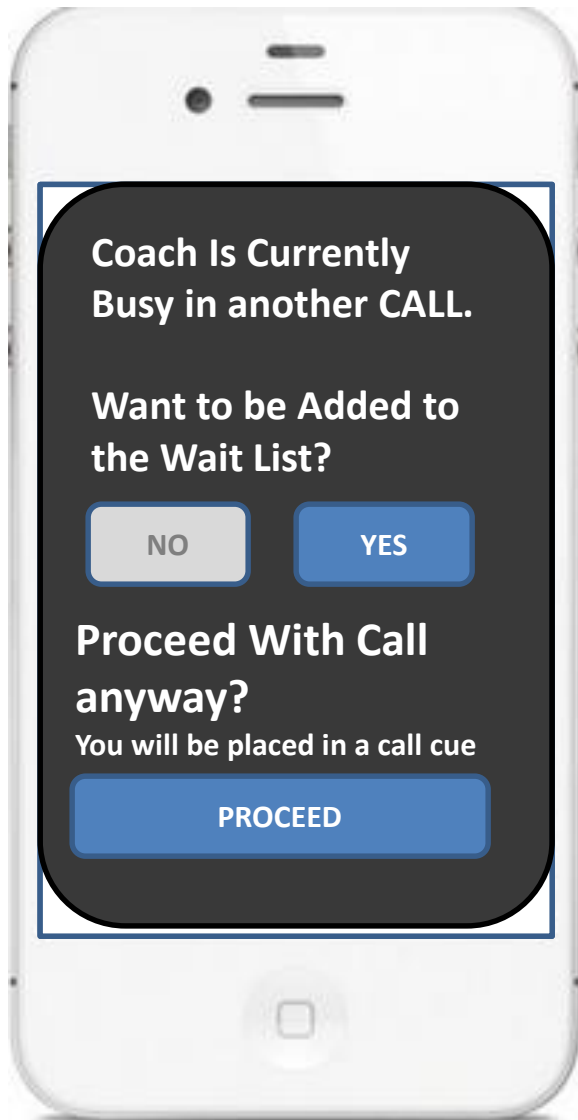
## C2-E

### CHAT WAIT LIST screen



- 1) LIVE CHATS - User adds themselves to a Waitlist, they cannot engage in a Live Chat with that Coach at that time.
- 2) The Coach can only notify the Users in the Wait List that they are available to engage in a Live Chat provided the User is Logged In.
- 3) The User can also remove their Wait List Request from the list.
- 4) Their Wait List request will drop off the list after 24 hours..

## C2-F



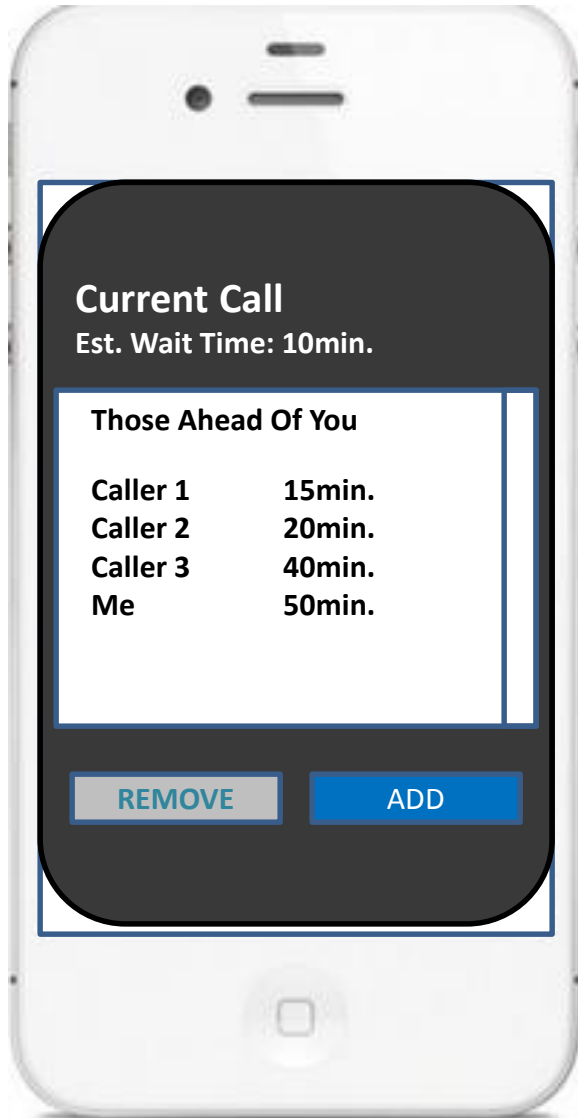
## CHOOSING CALL ENGAGEMENT (COACH STATUS = BUSY or OFFLINE)

IF COACH IS BUSY:

- 1) Choosing CALL will activate this overlay notice to the User.
- 2) If User chooses “NO” then they return to the Coach’s Details page from which they came.
- 3) If User choose “YES” they will go to the Wait List Screen (See Next Slide).
- 4) They can choose to NOT Wait List the Call and instead Proceed with the Call where they will be placed in a Call Que.
- 5) IF COACH IS OFFLINE – Then the Option to proceed with Call will not be available.

## C2 - G

### CALL WAIT LIST screen



- 1) User can add a request to have a Coach call them (the User) back when they (the Coach) become available.
- 2) The User can also remove their request at anytime within 24 hour period.
- 3) Their request will automatically fall out of the list after 24 hours have passed. User must resubmit a request if they choose to remain in the Wait List.
- 4) User can access their Wait List Requests through the Main Slide Out Navigation

# **TEXT A COACH**

## D1 (option 1)

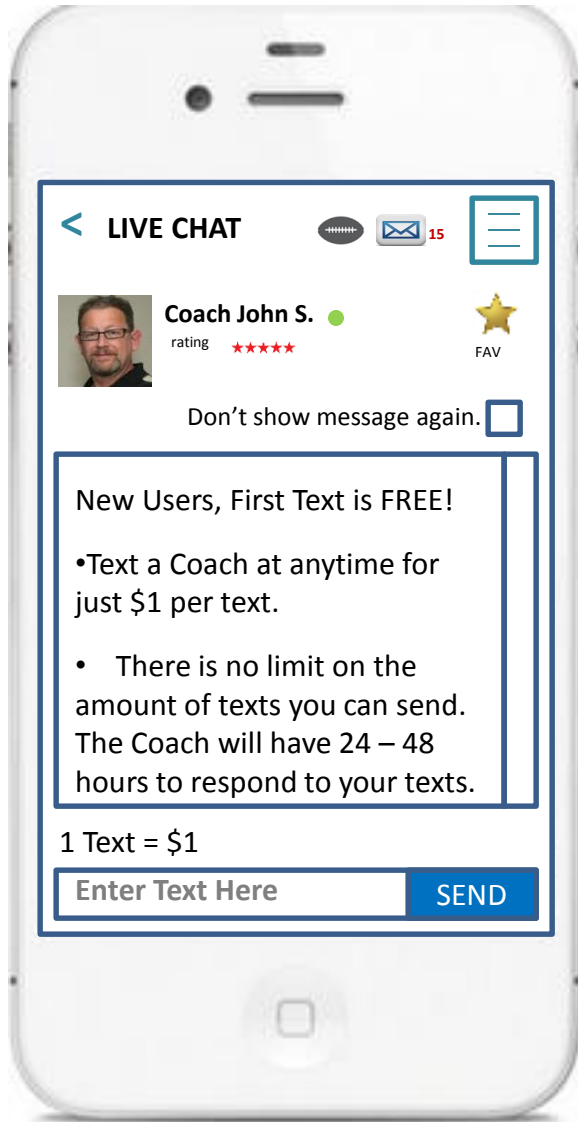
### Text– PURCHASE WARNING Overlay



- 1) When a User chooses to Text a Coach from either the Coach's Box screen or the Coach Details screen, an overlay will appear as a final alert to the User that they are going to be making a purchase of some kind.
- 2) New Users are alerted to their first text being free and that all future texts are \$1. They can send unlimited texts at anytime.
- 3) They are also informed that a Coach has 24 – 48 hours to respond to each text sent.
- 4) By choosing "Yes" the User is committing to the act of making a Purchase and will proceed to the Engagement screen (in this case a Text) where they can then easily engage in a single text or multiple texts with the Coach unhindered with any further "Are You Sure" type messages.  
**THEY GO TO D1-A.**
- 5) Choosing "No" returns User to the Coach Details or the Coach's Box screen.
- 6) User can tell the App to not show this overlay again if when upon repeated visits the Overlay becomes a nuisance for the User.

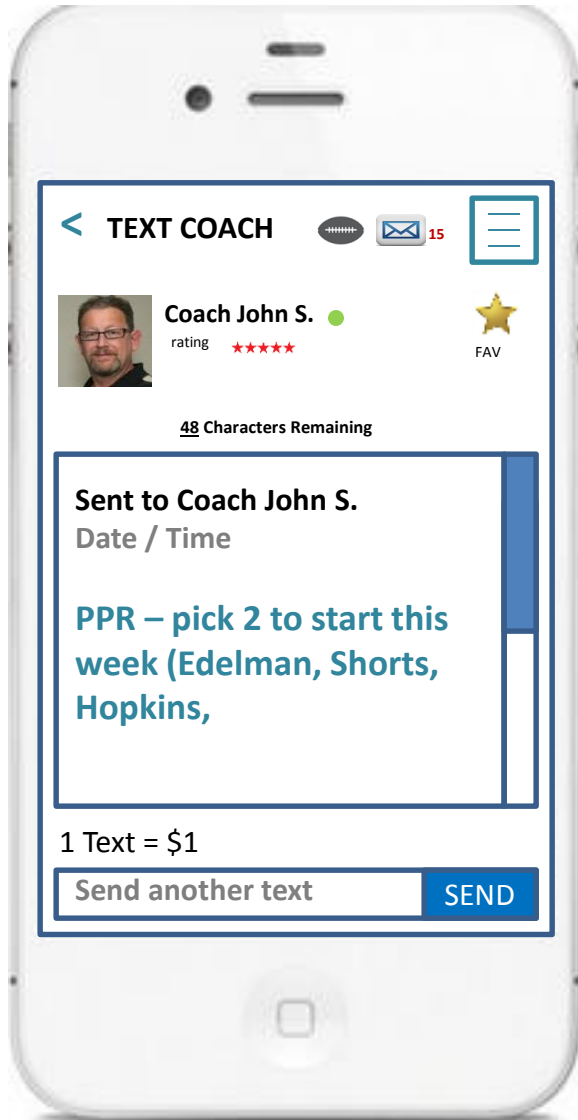
## D1 (option 2)

### Text– PURCHASE WARNING Overlay



- 1) An alternate solution. The Texted Message area has an initial message in the empty box with basic instructions on how to proceed.
  - New Users are alerted to their first text being free.
  - Otherwise all future texts will be \$1 each but can be made at anytime and there is no limit to the amount they can send.
  - A Coach will have 24 – 48 hours to respond to each text sent.
- 2) After entering their text, User presses “Send”. The text is sent to Coach and it appears in the Texted Message area with Coach’s name, Date and Time sent.  
**THEY GO TO D1-A.**
- 3) The Price of the Text is displayed between the Text Thread Area and the Input Field.
- 4) User can tell the App to not show this overlay again if when upon repeated visits the Overlay becomes a nuisance for the User.

## D1-A



### Text Engagement Screen

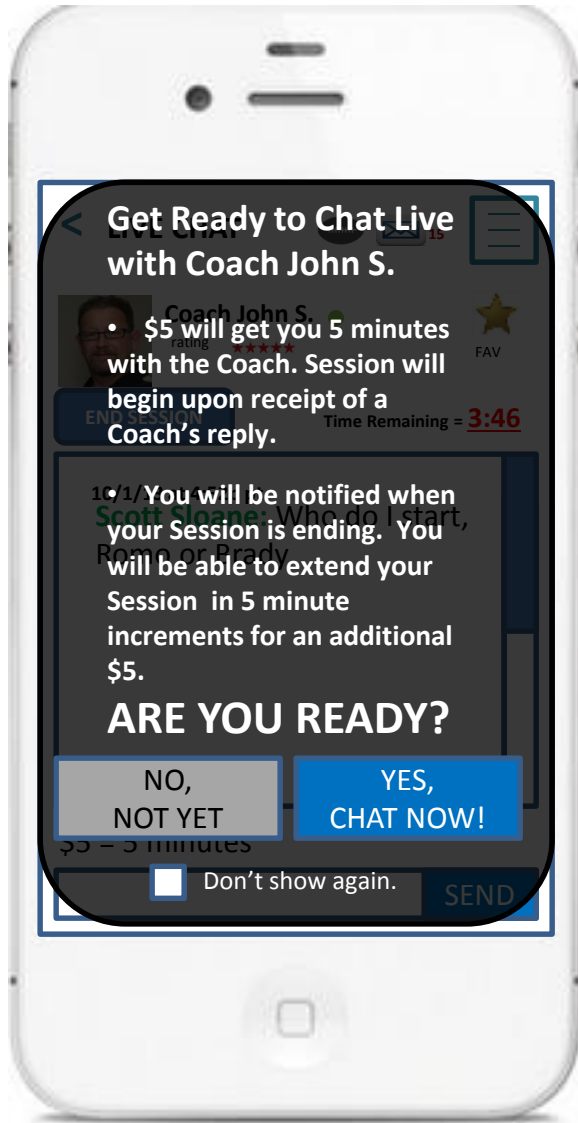
- 1) After User submits their text they can stay on this screen or exit via the “Back Arrow” in the upper left.
- 2) If the User chooses to turn off the previous message being displayed then they will arrive on this screen in all future visits and they are greeted with a Blank Texted Message Area.
- 3) User can submit additional texts at anytime.
  - If the User chooses to submit additional texts before exiting this screen the previous text will clear from the Texted Message Area and will be replaced with the next recently submitted Text Message.
  - The name and time and date are shown with the each Text Message that is displayed in the Texted Message area.
- 4) The Price of the Text is displayed between the Text Thread Area and the Input Field.
- 5) Submit button sends their text to the Coach featured above.

# **CHAT LIVE WITH A COACH**



## D2 (option 1)

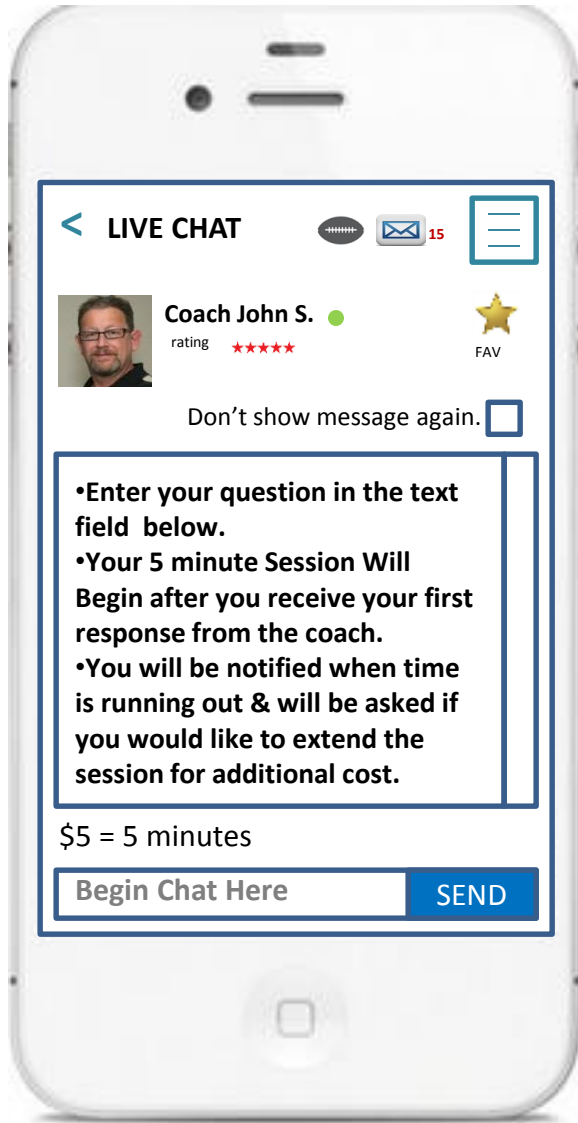
### Live Chat – PURCHASE WARNING Overlay



- 1) When a User chooses to Chat Live with a Coach from either the Coach's Box screen or the Coach Details screen, an overlay will appear as a final alert to the User that they are going to be making a purchase of some kind.
- 2) By choosing "Yes" the User is committing to the act of making a Purchase and will proceed to the Engagement screen (in this case a Live Chat) where they can then easily engage in a Live Chat with the Coach unhindered with any further "Are You Sure" type messages.  
**THEY GO TO D2-A.**
- 3) Choosing "No" returns User to the Coach Details or the Coach's Details screen.
- 4) User can tell the App to not show this overlay again if when upon repeated visits the Overlay becomes a nuisance for the User.

## D2 (option 2)

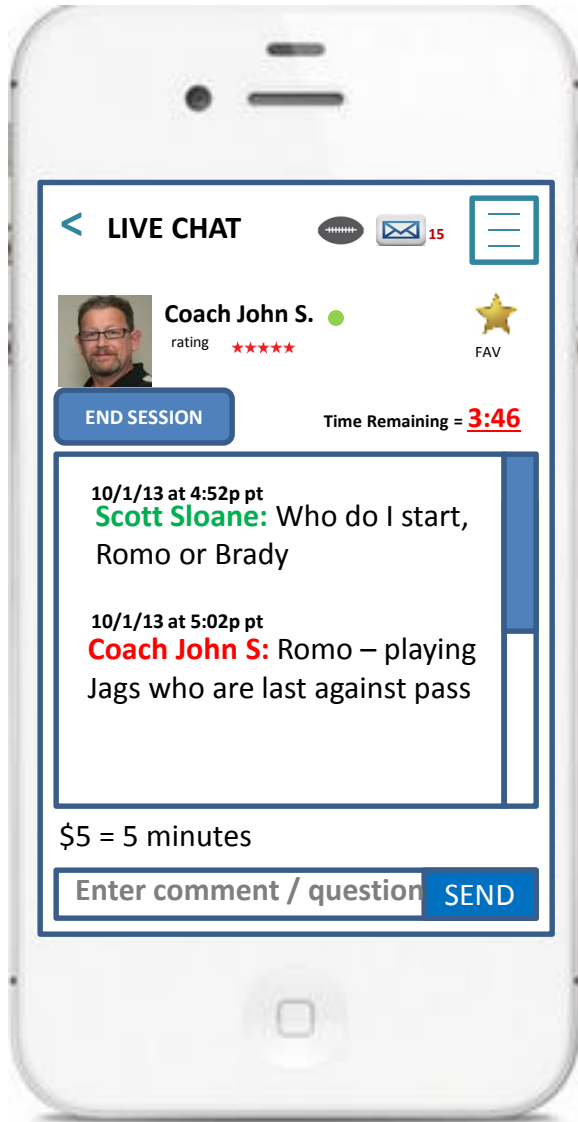
### Live Chat – PURCHASE WARNING Overlay



- 1) An alternate solution. The Chat Thread area has an initial message in the empty box with basic instructions on how to proceed.
  - User is told to enter their first question in the input field below.
  - They are told the 5 minute session will begin after they press “Start”.
  - They will be notified when the Session is running out of time.
  - They will be asked if they want to extend.
- 2) Choosing “Start” sends the question to the Coach, alerting them of User’s presence. The Session starts when the Coach sends a reply back. User engages in a Chat Session with the Coach **(D2-A)**.
- 3) Choosing “No” returns User to the Coach Details screen.
- 4) User can tell the App to not show this overlay again if when upon repeated visits the Overlay becomes a nuisance for the User.

## D2-A

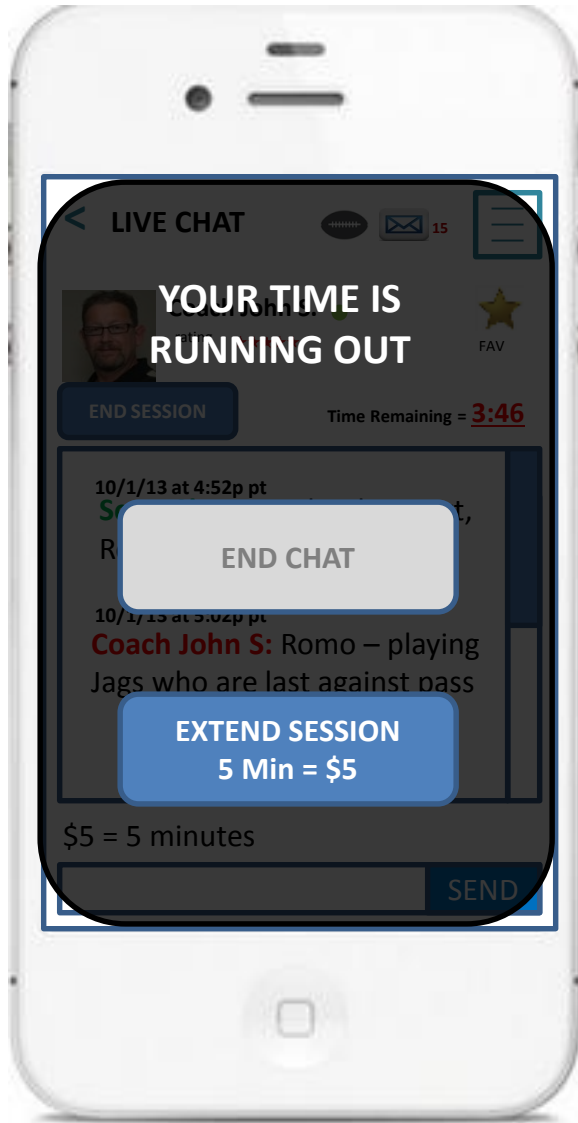
## Live Chat



- 1) NOTE: IF coming from D2 (Option 1 – the Overlay) when the User submits their first Question, it is sent to the Coach and the Coach is alerted to the presence of the User’s presence. If coming from D2 Option 2 – The coach is alerted in the same way via the submission of the first Question. If User turns off these notifications then all future visits will default to this screen.
- 2) The Coach will then respond to that User.
- 3) User’s First question appears inside the Chat Thread area.
- 4) When the Response from the Coach is received, the Countdown clock begins its countdown and the “End Session” button appears.  
NOTE: If a Coach fails to respond after 1 minute the User is not charged and the Session Auto Quits with a message on screen telling the User. This should get logged in the Purchase History.  
**If the Phone shuts down or the App fails, during an active session, how does this get handled?**
- 5) User continues to engage with Coach for the 5 minutes purchased.
- 6) The Price of the Chat is displayed between the Text Thread Area and the Input Field.
- 7) User can “End” the Chat Session early, but they will still get charged for the full 5 minutes.

## D2-B

### Chat Screen – TIME IS RUNNING OUT screen

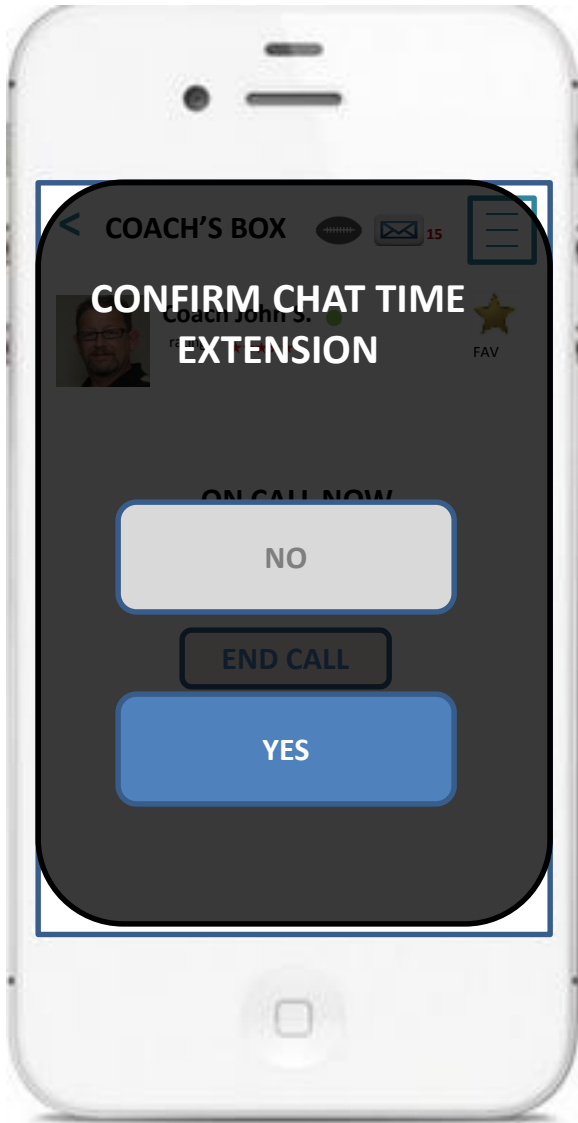


- 1) At 00:30 on the clock, this overlay appears. You can either:
  - Press the “END CHAT” button to confirm that you are finished with the call.
  - A Button that asks user if he/she wants to “Add Another 5 Minutes = \$5” – and if he/she selects that, a “confirm” screen should appear. SEE NEXT SLIDE.
    - These options should appear on the screen for 30 seconds after the call time has ended.
    - Functionality: Both the caller and the coach are locked on this screen until either the caller makes a decision to complete or re-up, or the :30 expires.
- 2) End Call Button closes out of the Call Session Screen and returns to the Coach Details Screen.

## D2-C

### Chat Screen – CONFIRM TIME EXTENSION screen

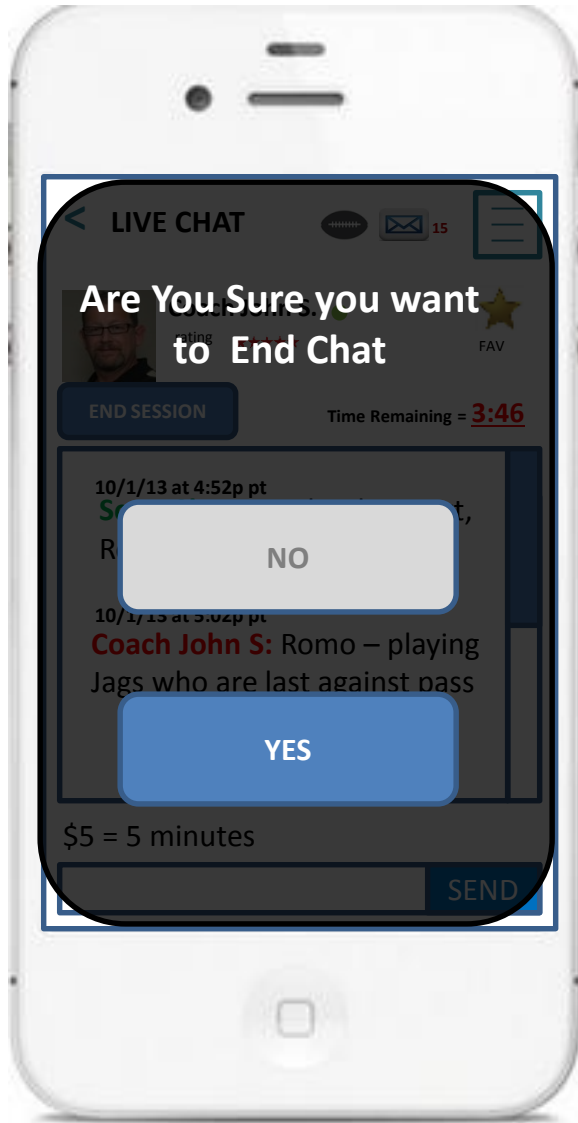
- 1) If a User chooses to extend a Chat Session, this confirmation screen will appear to avoid any accidental actions.
- 2) “No” will end the Chat Session and return the User to the Coach details screen.
- 3) “Yes” will continue the Chat Session and return to the “Chat in Progress” screen. (D3-A)



## D2-D

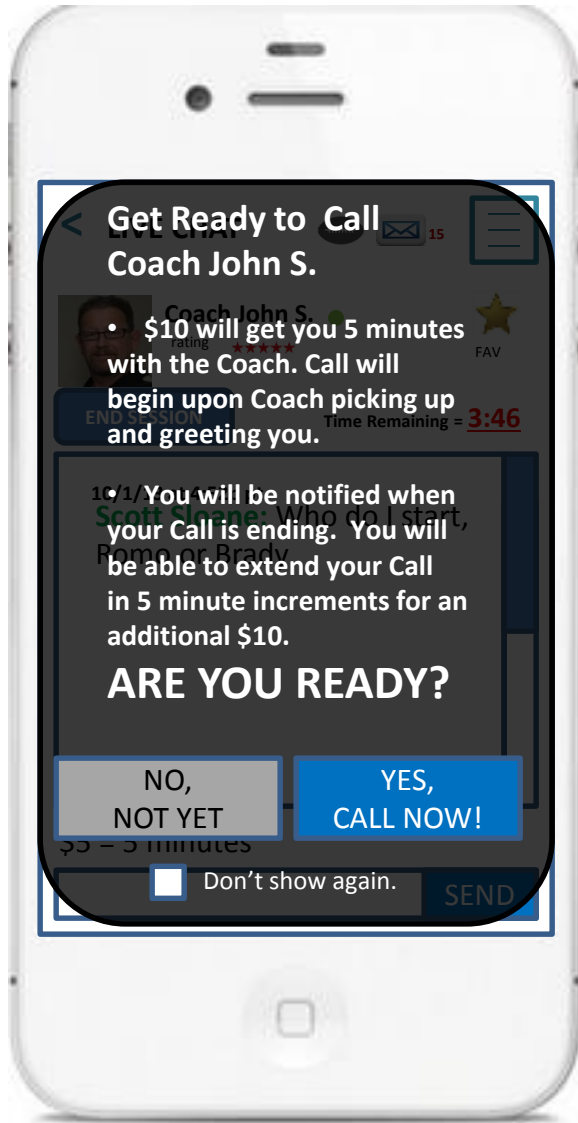
### Chat Screen – DOUBLE CONFIRM screen

- 1) When a User selects either “End Chat” a confirmation screen appears to help prevent an unintended action .
- 2) If “No” the User will be taken back to the Extend Chat Session Overlay or the Chat Session Screen depending from which they came.
- 3) If User chooses “Yes” they will be returned to the Coach Details Screen.



**CALL A COACH**

## D3 (option 1)

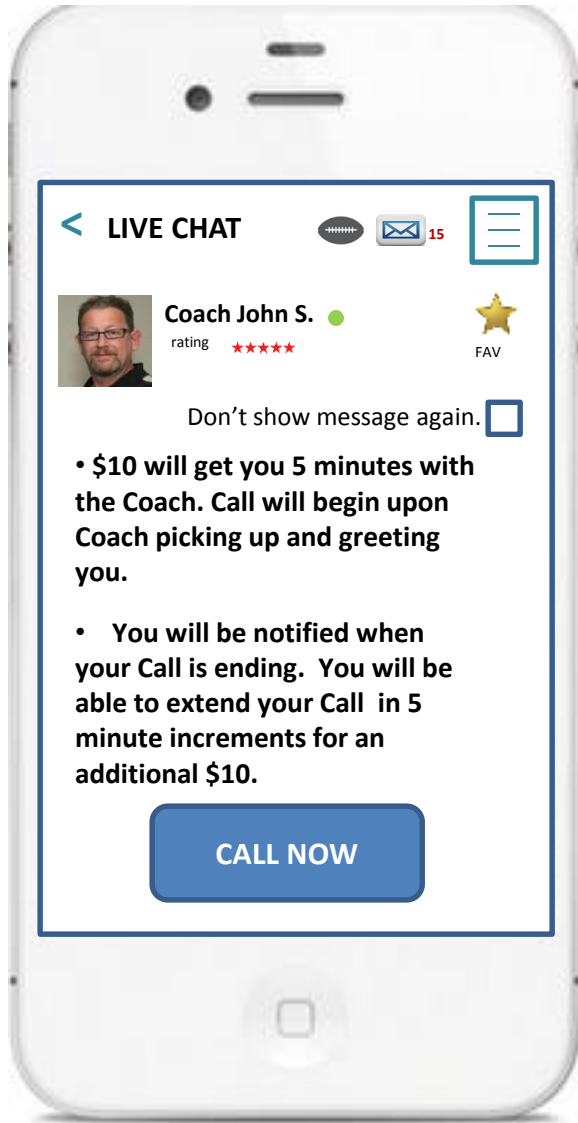


## Calls – PURCHASE WARNING Overlay

- 1) When a User chooses to Call a Coach from either the Coach's Box screen or the Coach Details screen, an overlay will appear as a final alert to the User that they are going to be making a purchase of some kind.
- 2) By choosing "Yes" the User is committing to the act of making a Purchase and will proceed to the Engagement screen (in this case a Call) where they can then easily engage in a Call with the Coach unhindered with any further "Are You Sure" type messages.  
**THEY GO TO D3-A.**
- 3) Choosing "No" returns User to the Coach Details or Coach's Box screen.
- 4) User can tell the App to not show this overlay again if when upon repeated visits the Overlay becomes a nuisance for the User.



## D3 (option 2)

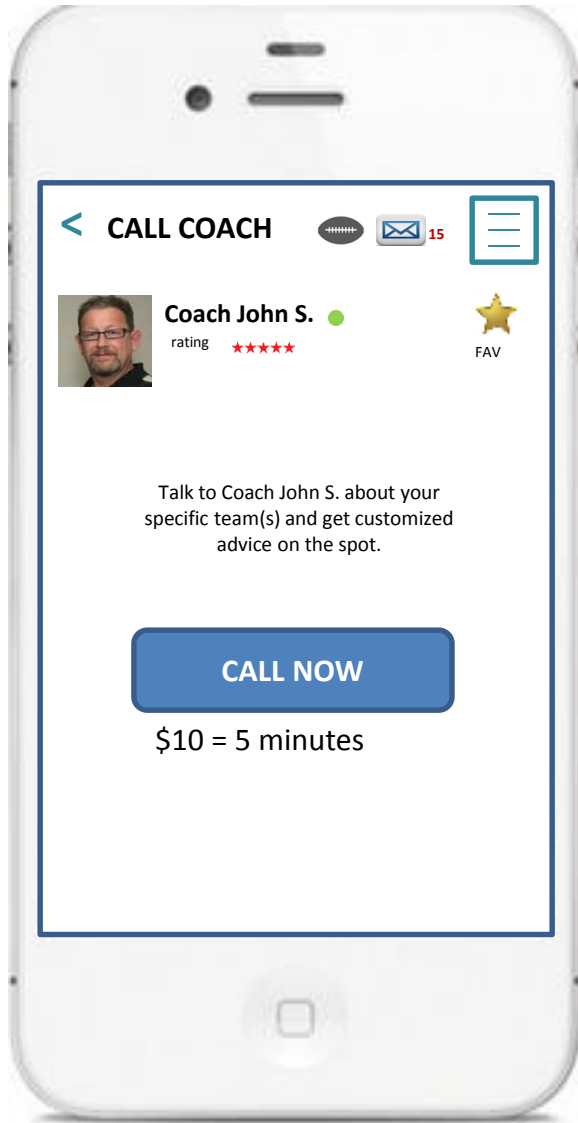


## Calls – PURCHASE WARNING Overlay

- 1) An alternate solution. The Chat Thread area has an initial message in the empty box with basic instructions on how to proceed.
  - User is told \$10 will get them 5 minutes with the Coach.
  - Their session time begins when the Coach picks up and greets them.
  - They will be notified during the Call when their time is running out.
  - They will be able to extend their call time in 5 minute increments.
- 2) Choosing “Call Now” connects the User with their selected Coach (**D3-A**).
- 3) User can tell the App to not show this overlay again if when upon repeated visits the Overlay becomes a nuisance for the User.

## D3-A

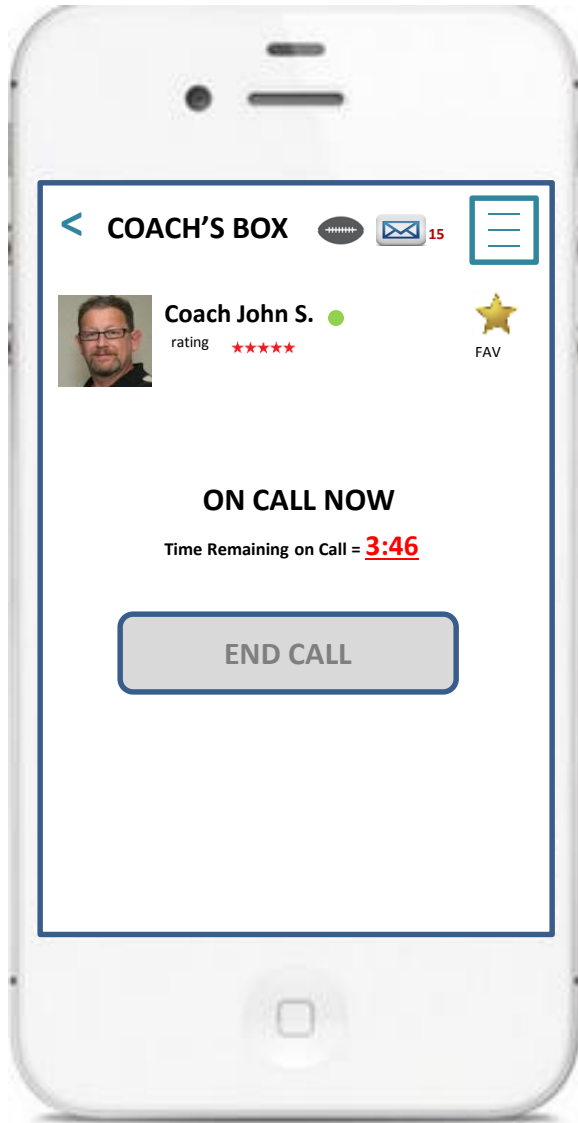
### Call Screen – COACH IS AVAILABLE



- 1) If Coach is Available, then this screen is displayed. Also, if the User chooses to turn off the previous message being displayed then they will arrive on this screen in all future visits.
- 2) The cost is displayed just below the Call Now button.
- 3) If the Coach is Busy, then this screen is displayed after the Overlay (C2-F) asking User if they want to Proceed with the Call knowing they will be placed in a Call Que.
- 4) If the Coach is Offline this screen will not ever be reached.

## D3-B

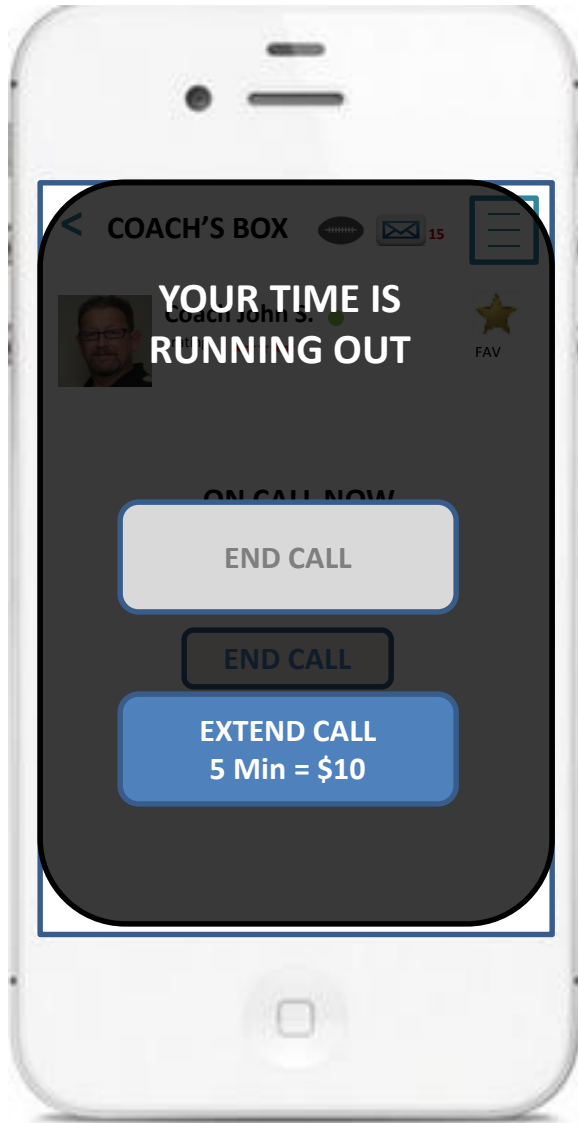
### Call Screen – IN PROGRESS screen



- 1) State of the app when user is actively on a call with a coach.
  - Message in the middle says: “On Call Now”
  - Below that, a “Time Remaining on Call” Countdown Clock should appear.
  - When the time gets to :30 or less, a visual, auditory and physical indicator will alert the Caller to the time running out. (See Next Slide).
- 2) End Call Button closes out of the Call Session Screen and returns to the Coach Details Screen.
- 3) A user can add additional time at any point during the call. The price is listed below the Extend Call button.

## D3-C

### Call Screen – TIME IS RUNNING OUT screen

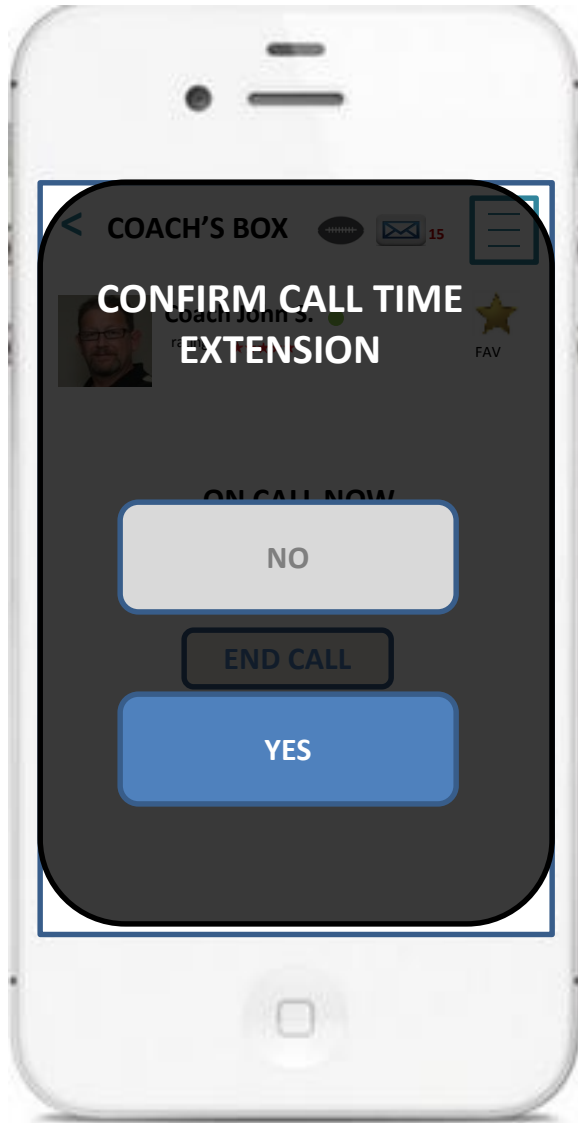


- 1) At 00:30 on the clock, this overlay appears. You can either:
  - Press the “END CALL” button to confirm that you are finished with the call.
  - A Button that asks user if he/she wants to “Add Another 5 Minutes = \$10” – and if he/she selects that, a “confirm” screen should appear. SEE NEXT SLIDE.
    - These options should appear on the screen for 30 seconds after the call time has ended.
    - Functionality: Both the caller and the coach are locked on this screen until either the caller makes a decision to complete or re-up, or the :30 expires.
- 2) End Call Button closes out of the Call Session Screen and returns to the Coach Details Screen.

## D3-D

### Call Screen – CONFIRM TIME EXTENSION screen

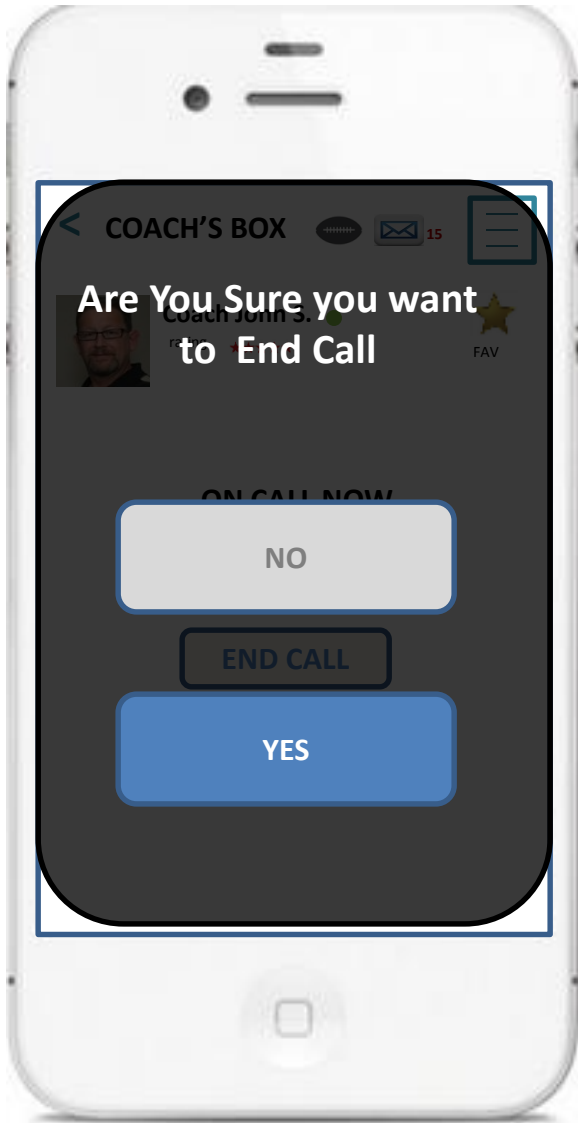
- 1) If a User chooses to extend a Call, this confirmation screen will appear to avoid any accidental actions.
- 2) “No” will end the Call and return the User to the Coach details screen.
- 3) “Yes” will continue the Call and return to the “Call in Progress” screen. (D3-A)



## D3-E

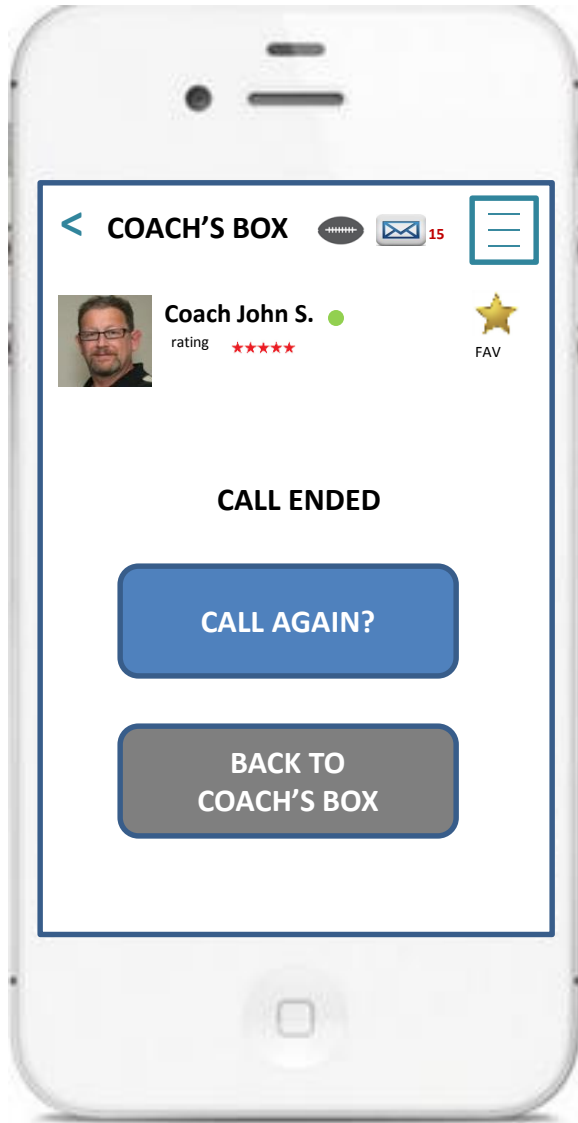
### Call Screen – DOUBLE CONFIRM screen

- 1) When a User selects either “End Call” a confirmation screen appears to help prevent an unintended action .



## D3-F

### Call Screen – CALL ENDED screen



- 1) When the call ends as a result of Caller Ending the call, the overlay disappears, the call ends, and the User returns to the Call Screen but with a message stating “CALL ENDED”
- 2) A Button also appears asking the User if they want to “CALL AGAIN?” If pressed, the Caller will be connected with the Coach again, IF that coach is still available. Otherwise, an Overlay screen will display (C2-D).
- 3) User can also be returned to the Coach’s Box without having to press the Back Arrow in the upper left.

# **USER'S MESSAGES / PAST ACTIVITY**



## E1-A

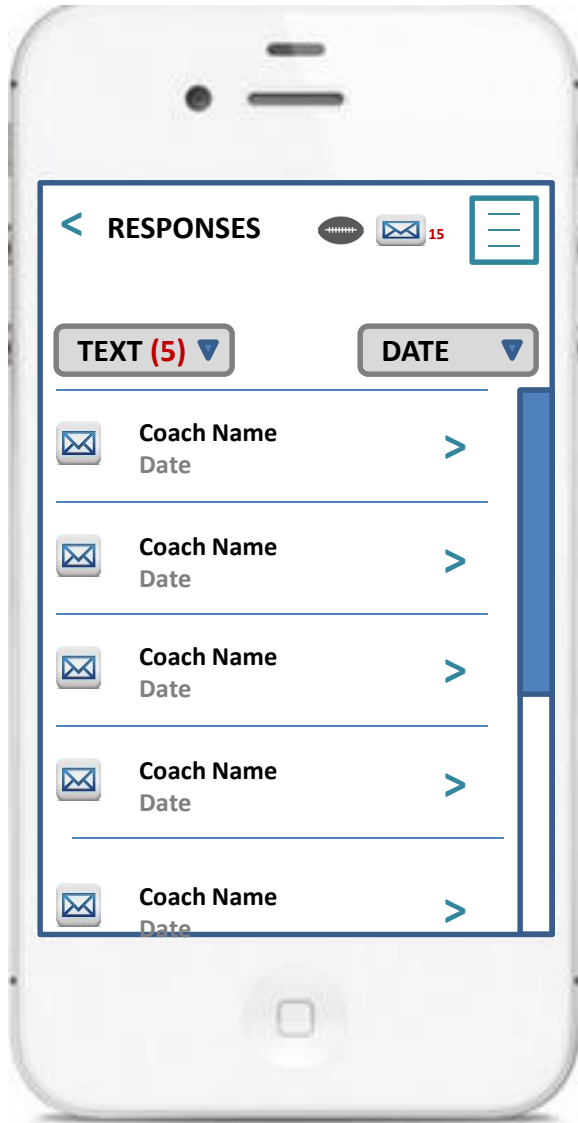
### RESPONSES – ALL TAB



- 1) A list of Responses:
  - calls
  - text responses
  - live chat sessionsare presented in a Descending List – Recent First.
- 2) Filter the list views by:
  - All (Default view)
  - Text Only
  - Chat Only
  - Calls Only
- 3) Also can Filter the list views by:
  - Date
  - Coach
- 4) User can click on any of the list items to reveal the full detailed email, text answer or chat correspondence. See Next Slide.

## E2-A

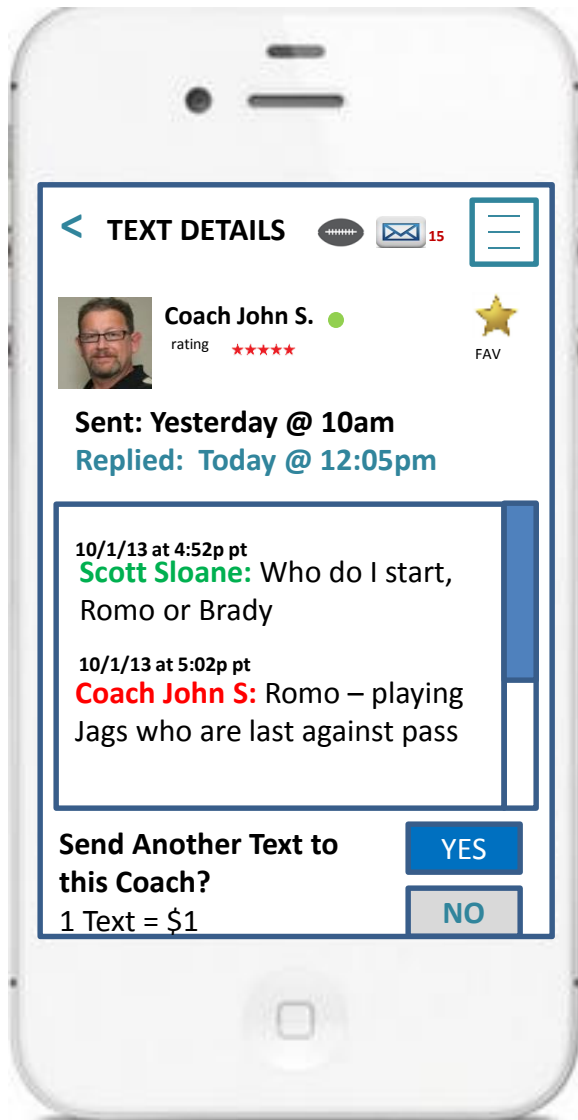
### RESPONSES – TEXTS TAB



- 1) A list of Responses:
  - text responses from Coaches are presented in a Descending List – Recent First.
- 2) Filter the list views by:
  - All (Default view)
  - Text Only
  - Chat Only
  - Calls Only
- 3) Also can Filter the list views by:
  - Date
  - Coach
- 4) User can click on any of the list items to reveal the full detailed email, text answer or chat correspondence. See Next Slide.

## E2-B

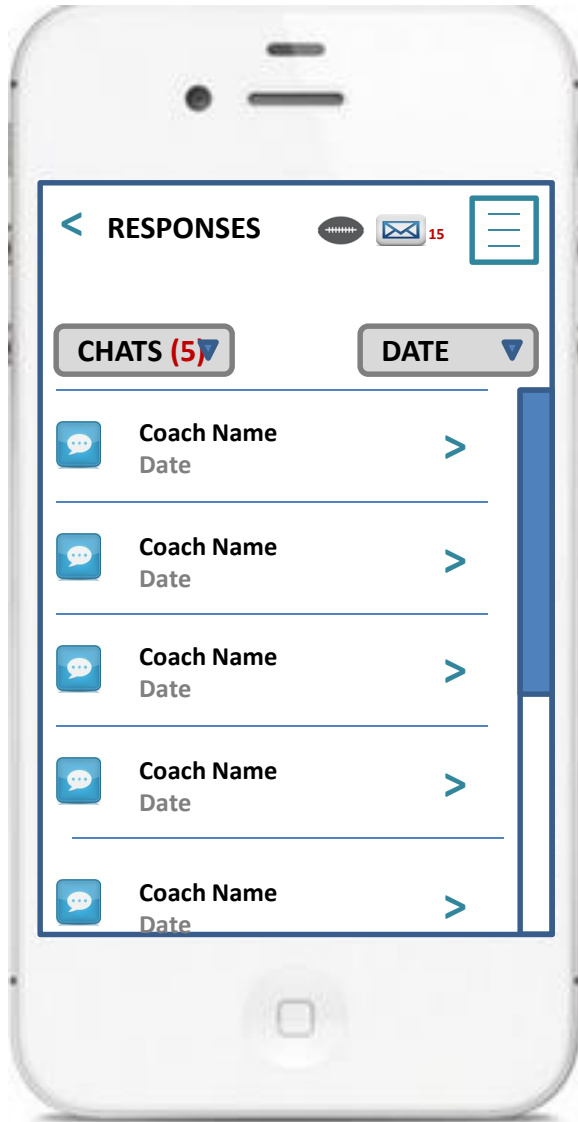
### RESPONSES – TEXT DETAILS



- 1) The complete Text thread is displayed. The User can still submit ongoing questions in this thread at anytime, even if it is in their Archived List.
- 2) The "Back Arrow" allows User to return to the main tabbed section / list from which they came.
- 3) User can submit another question via text. This will initiate a new Text Thread. By pressing "YES" the User will be taken out of the Responses Section to the Texting Section of the App. A new blank Text Thread Screen will appear.
- 4) If "NO" the User will return to the List View screen from which they came.

## E3-A

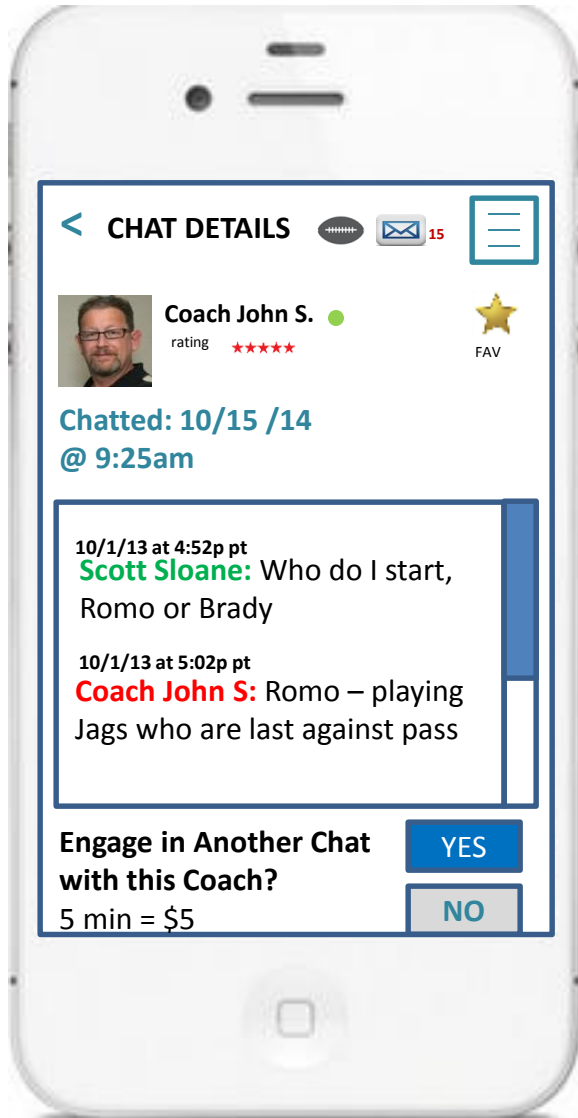
### RESPONSES – CHATS TAB



- 1) A list of Responses:
  - live chat correspondences from Coaches are presented in a Descending List – Recent First.
- 2) Filter the list views by:
  - All (Default view)
  - Text Only
  - Chat Only
  - Calls Only
- 3) Also can Filter the list views by:
  - Date
  - Coach
- 4) User can click on any of the list items to reveal the full detailed email, text answer or chat correspondence. See Next Slide.

## E3-B

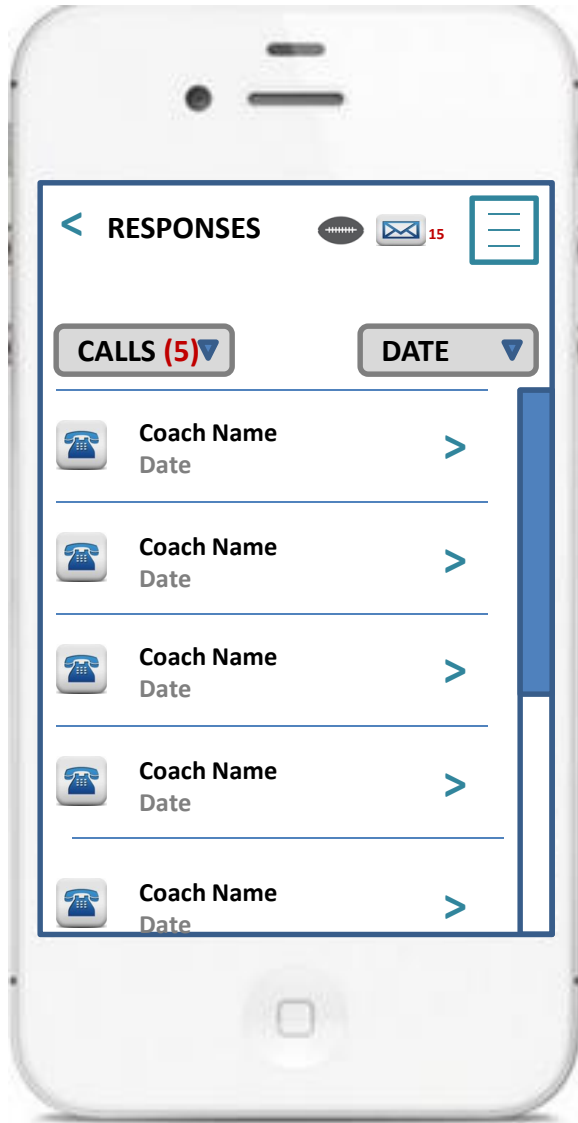
## RESPONSES – CHAT DETAILS



- 1) The complete Chat thread is displayed. The User can still submit ongoing questions in this thread at anytime, even if it is in their Archived List.
- 2) The "Back Arrow" allows User to return to the main tabbed section / list from which they came.
- 3) User can initiate a new Chat Session from this screen. By pressing "YES" User will be taken out of the Responses Section to the Live Chat Section of the App. A new blank Live Chat Screen will appear.
- 4) If "NO" the User will return to the List View screen from which they came.

## E4-A

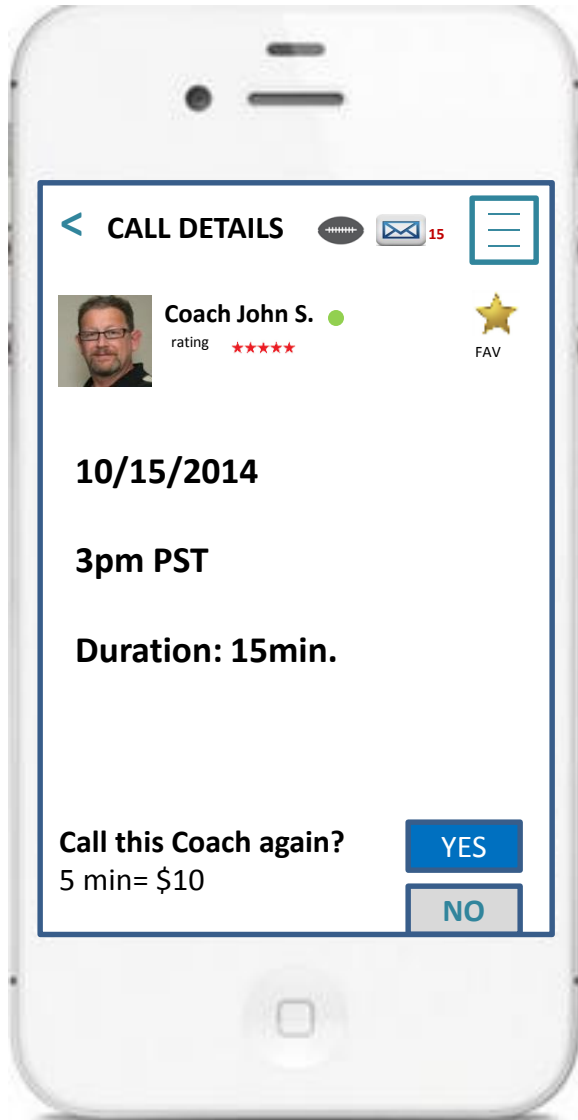
### RESPONSES – CALLS TAB



- 1) A list of Responses:
  - calls from Coaches are presented in a Descending List – Recent First.
- 2) Filter the list views by:
  - All (Default view)
  - Text Only
  - Chat Only
  - Calls Only
- 3) Also can Filter the list views by:
  - Date
  - Coach
- 4) User can click on any of the list items to reveal the full detailed email, text answer or chat correspondence. See Next Slide.

## E4-B

### RESPONSES – CALL DETAILS



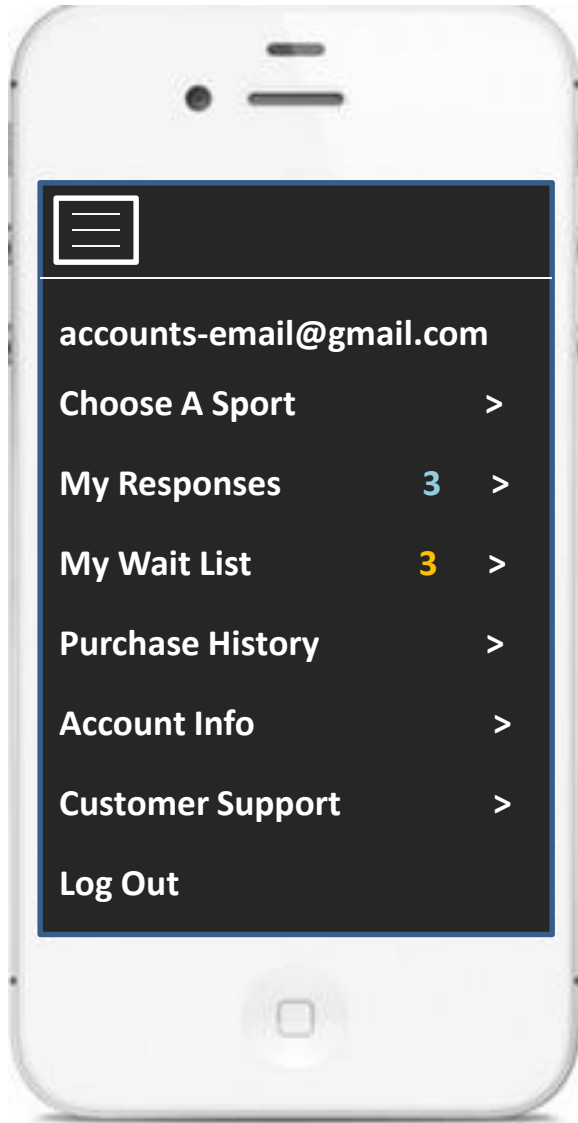
- 1) Coach's Name
- 2) Date
- 3) Time
- 4) Duration of Call
- 5) User can initiate a new Call Session from this screen. The User will be taken out of the Responses Section to the Call Section of the App. A new Call Screen will appear.
- 6) If "NO" the User will return to the List View screen from which they came.

# **SLIDE OUT MENU**



## B3

### Slide Out Menu

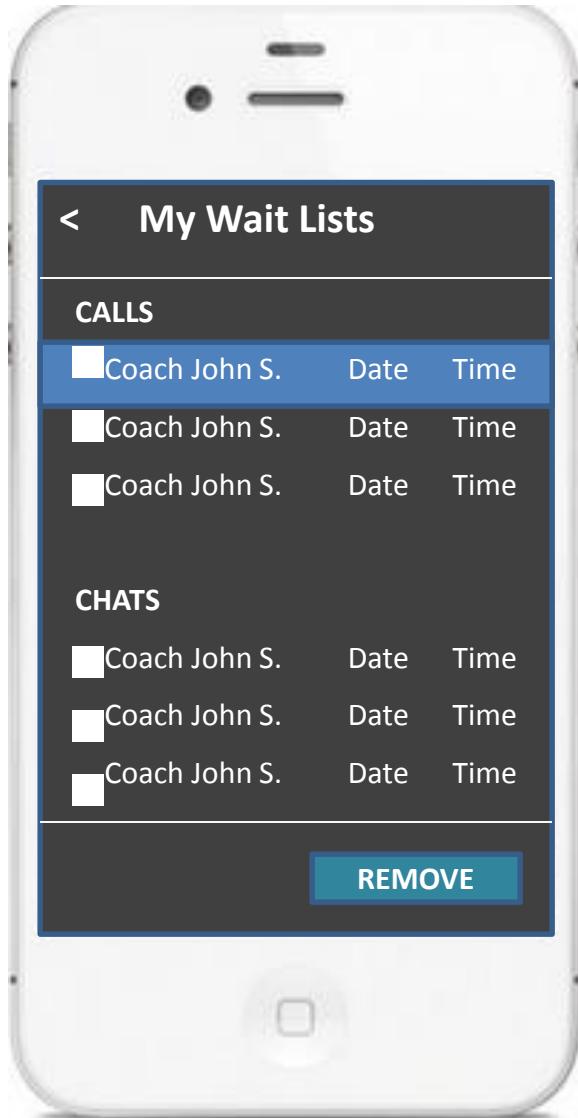


- 1) Menu Button moves to left, when pressed it slides the menu back to the right, hiding it.
- 2) The replies from Coaches and Wait List requests have a number displayed next to them. The number for the replies represents “new or unread” replies. The WL number represents how many the user has made. (after 24 hours the Wait List request drops of the Wait Lists.
- 3) Purchase History – User can see a list of all the types of purchase made – Texts, Chats, Calls.
- 4) Account Info – User will go to the App’s website to edit profile info & credit card info.
- 5) Customer Support – User can contact FCS admin staff for any variety of issues, inquiries or suggestions.
- 6) Log Out.

**B4**

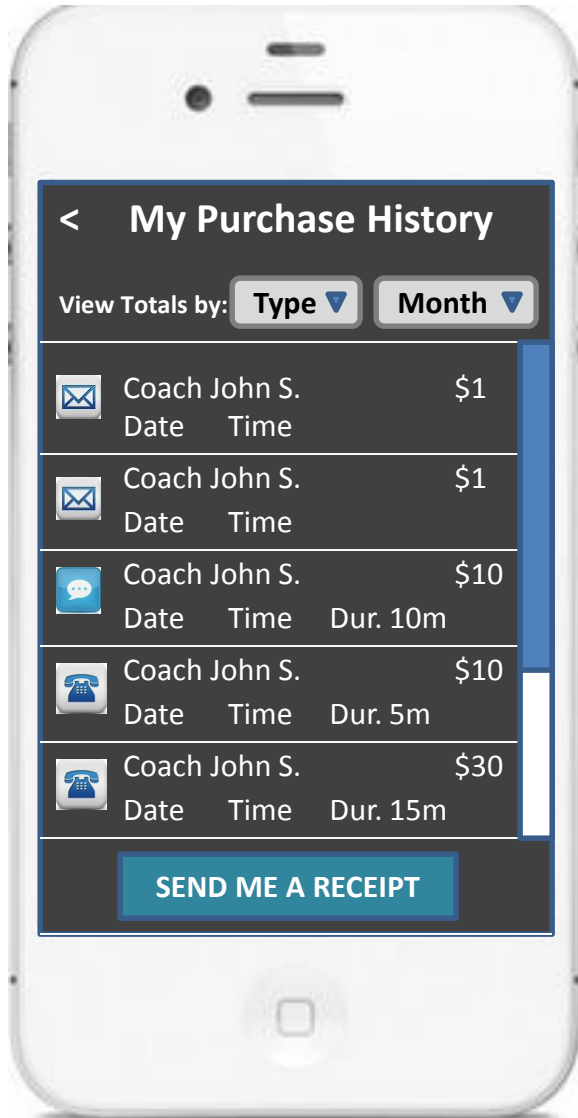
## My Wait Lists – CALLS & CHATS

- 1) From the Slide Out Menu, the User selects the “My Wait Lists” item and is brought to this screen. The intention is that this screen is a sub-tier of the Slide Out Menu. If this is not possible or practical then make it a separate screen altogether.
- 2) A listing of all the Calls and Chats that the User has added to the Call and/or Chat Wait Lists. User can select one or more Wait List Items and Remove the Request.
- 3) Any requests not removed by User or fulfilled by a corresponding Coach will automatically fall off the list after 24 hours.



**B5**

## “My Account” – PURCHASE HISTORY screen

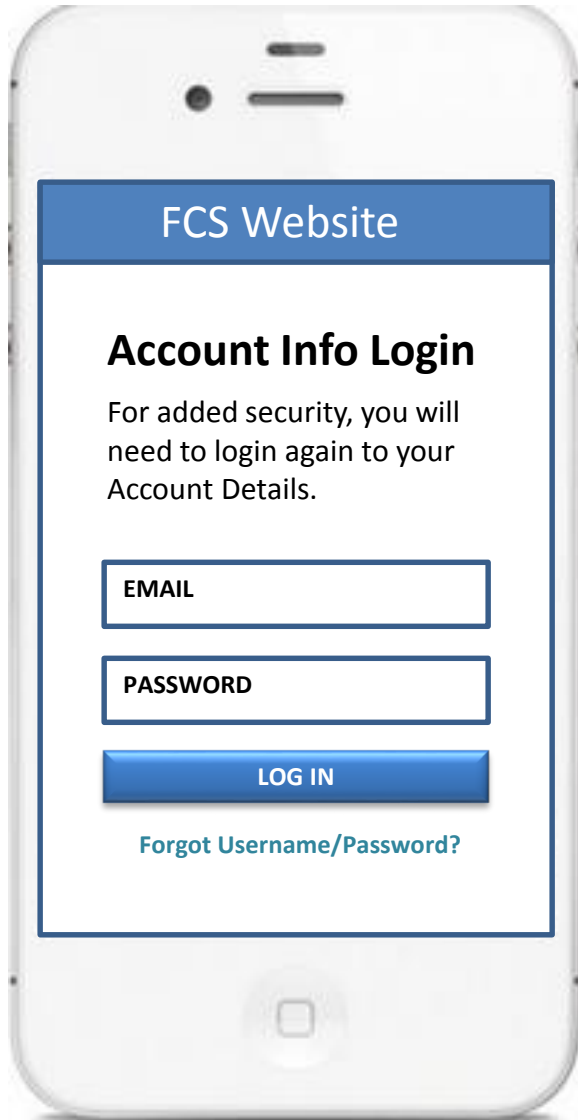


- 1) User views their entire Purchase History (Texts – Chats – Calls) inside the App.
- 2) The Default view is the ALL view which is a chronological listing of all purchases in order of occurrence.
- 3) The User can filter the list by Type of purchase (All, Texts, Chats or Calls) they purchased. The list if filtered by type will only display that type of purchase but it will display ALL of those specific type of purchases since the beginning of time.  
-Example: User wants to view only the texts they have purchased since they have signed up.
- 4) The User Can separately narrow the listing to Month View in which the User can view Only the Activity for the Month selected.  
-Example: User wants to view only the activity for February of this year. All the Texts, Chats and Calls for the Month of February this year will be displayed.
- 5) They user can filter the display mode for both Month view and Type view simultaneously.  
-Example: User can select to view only Calls made during the month of February this year.
- 6) User can request a Receipt (via Email) of all their transactions to date.

**FINISH SIGN UP  
(Profile and Billing Info)**

## A2-A

### New User Sign-Up / “Account Info” (Existing Accounts)



- 1) Since the User will have to complete their Account Info on the Website, the browser will open up and the User will need to Log In again into their Account Settings.
- 2) The browser opens to a secure page of the Web Site where the User enters their Log In info and is then taken to their Accounts Page.
- 3) The User (when finished completing their profile info and billing info) can close out the browser window and return to the App which is still running in the background.

## A2-B

### New User Sign-Up / “Account Info” (Existing Accounts)

**Complete Your Account Info**  
To Edit, simply select a text field and enter new info.

current@email.com

**If Changing Email Address**  
Re-Enter New Email Address Here

Password1  
If changing Password  
Re-Enter New Password Here

Upload Pic

**FIRST NAME**  
Matthew

**LAST NAME**  
Hightshoe

- 1) ALL Profile and Billing info will be completed on the website, NOT the App.
- 2) New Users after the Quick Sign up (A2) will not be able to engage with Coaches until they have completed their Profile and Billing Info. When they get to their Account Info screen this portion will already be filled out from when they completed the Quick Sign Up from the Log In Screen of the App.
- 3) Existing Accounts access this same screen (To Make Edits) from the Slide Out Menu. For Existing Users All fields are populated with User’s Info but can be edited.
- 4) Details for User To Complete.
  - \* Create Email field
  - \* (possible repeat of field to ensure accuracy)
  - \* Create Password field
  - \* (same possible repeat)
  - \* Upload a Pic
  - \* First Name
  - \* Last Name

\* = Required

\*\*All fields need to be dumped into customer database

## A2-C

### New User Sign-Up / "My Account" (Existing Accounts)

ADDRESS

CITY STATE

ZIP

PHONE

GENDER BIRTHDAY

------(OPTIONAL)-----

SPORT	# OF FANTASY LEAGUES
Football	<input type="text"/>
Basketball	<input type="text"/>
Baseball	<input type="text"/>
Hockey	<input type="text"/>

- \*Address
  - \*City
  - \*State
  - \*Zip
  - \*Phone
  - \*Gender
  - \* Birthday
- 
- Optional – fields for number of fantasy leagues, by sport. Helpful data collection. (Football, baseball, basketball & hockey).

\* = Required

\*\*All fields need to be dumped into customer database

## A2-D

### New User Sign-Up / “My Account” (Existing Accounts)

**BILLING INFO**

**CARD TYPE**

**CARD NUMBER**

**EXP. DATE**

**BILLING ADDRESS**

SAME AS MAILING     ENTER BILLING ADDRESS

View Terms & Conditions [Here.](#)

I Agree to Terms & Conditions

**SUBMIT**

- \* Card Type
- \* Card Number
- \*Exp. Date
- \* Card Type
- \* Billing address
  - Check box for “Same as Mailing Address”
  - Check box for Enter “Billing Address”
    - Additional Text Fields Appear below the Check box for user to enter their billing address if it differs from their mailing address.
- \*Terms & Conditions Section (Link to other page or overlay).

\* = Required

\*\*All fields need to be dumped into customer database



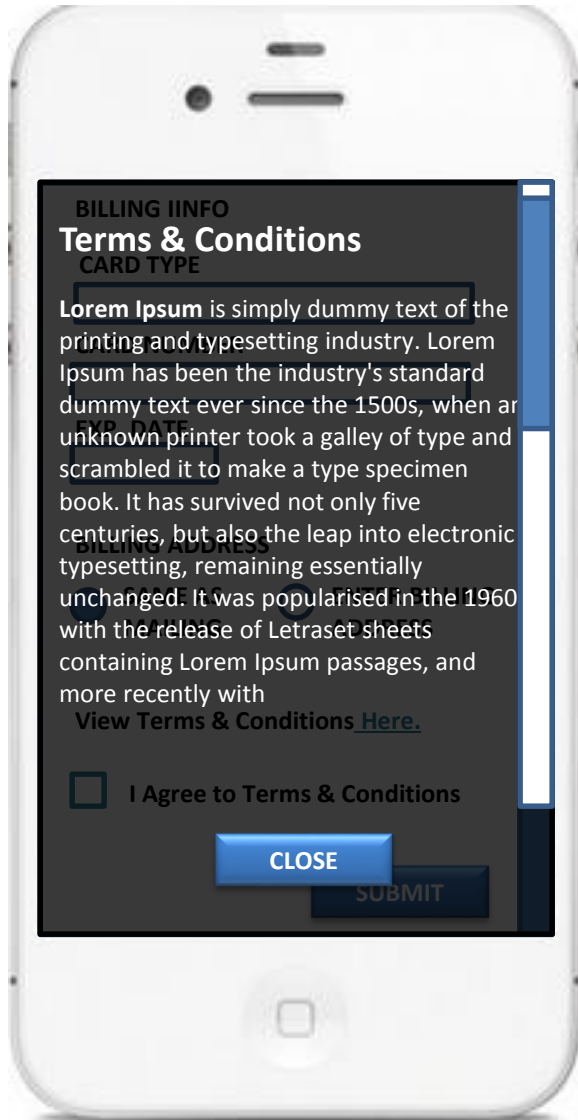
## A2-D (cont'd)

### TERMS & CONDITIONS Overlay

1) \* Terms & Conditions launch into an overlay for the User to review. The "Close" button is visible at all times for a user to close the overlay at anytime for those that do not want to actually read the "Terms" but claim they did.

\* = Required

\*\*All fields need to be dumped into customer database



# **CUSTOMER SUPPORT**

**G1**

## Customer Support Portal

< COACH'S BOX

ENTER YOUR EMAIL ADDRESS

YOUR FULL NAME

-- Select Topic --

ENTER YOUR MESSAGE

CANCEL SEND

- 1) \* User enters their email address.
  - 2) \* User enters their Full Name.
  - 3) \* Topic / Subject of email (Drop-Down Menu):
    - Technical
    - Billing
    - Dropped Calls
    - General Inquiries
  - 4) \* User enters their message.
  - 5) \* Cancel – closes out of Customer Support Contact Screen.
  - 6) \* Submit – sends email to FCS Support Staff for review and resolution.
- \* = Required  
\*\*All fields need to be dumped into customer database

**PACKAGES  
(COMING SOON)**

# G1

## Packages

Carry over fields include: Pic, rating, “favorite”, coach’s name and online/offline status

Elite Package – See screenshot. Once Purchased, these credits need to be placed in the customer’s “account”

cAll Pro Package – See screenshot. Once Purchased, these credits need to be placed in the customer’s “account”

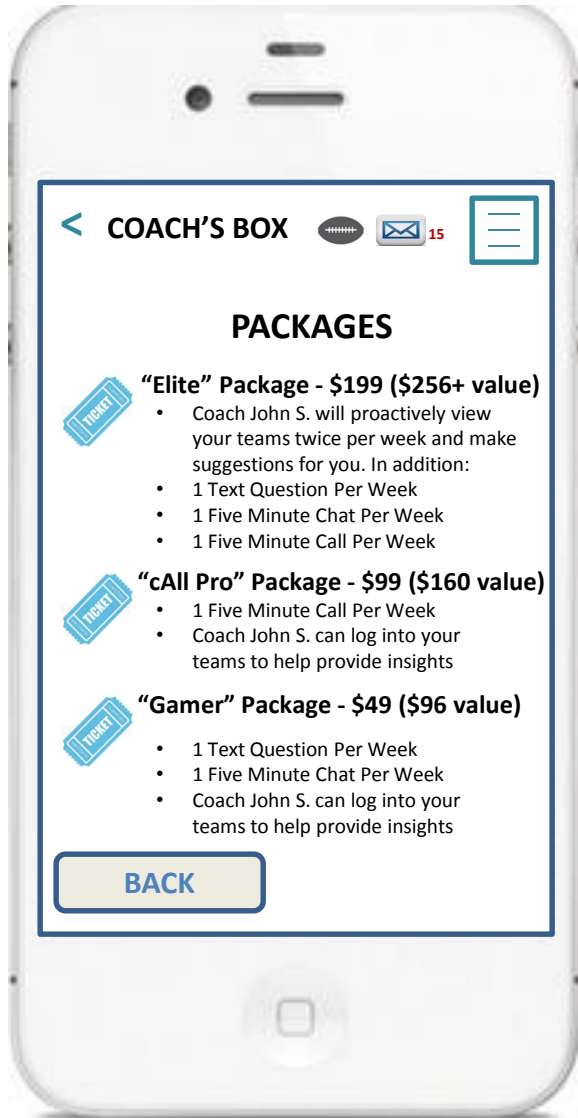
Gamer Package - See screenshot. Once Purchased, these credits need to be placed in the customer’s “account”

\*\*In all cases, once someone clicks on the ticket icon, they will be taken to the specific package page (not mocked) which simply re-states the package and acts as a confirm screen with blue purchase button that says: Confirm XX Package for \$X  
\*\*\*Once a package is purchased, in addition to the credits being placed in the customer’s account (CREDITS NEED TO BE PLACED APPROPRIATELY. FOR EXAMPLE – IF SOMEONE PURCHASES THE CALL PRO OPTION, THEN HE/SHE RECEIVES ONE 5 MINUTE CALL PER SUN-SAT WEEK, AND IF HE/SHE DOES NOT USE IT, IT EXPIRES AND DOES NOT ACCUMULATE) – the coach needs to be notified. In the “Elite” package, automatic reminders need to be placed in the coach’s account so that he/she proactively checks the client’s teams twice per week.

Functionality - Alerts created for Tues and Friday for coaches

Functionality – Check to make sure that the user has logins for at least 1 fantasy sports account (ex. Yahoo, CBS, NFL, ESPN...). If yes, do nothing. (This info needs to be provided to the coach). If no, send a reminder email to the customer. “Thank you for purchasing a Fantasy Coaching Staff Package. In order to take full advantage of your package, please login to your account (here – link to account page) and add your logins to 1 or more of your fantasy teams so that your coach can view your teams and make suggestions for you. Thank you.

At bottom, a cancel/back option



**END**